

# **4th QUARTER PERFORMANCE REPORTS**

**FY 2016**

**STATE AND NON-STATE AGENCIES**

**Department of Finance  
Executive Budget Office**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	001 AGRICULTURE & INDUSTRIES
<b>Mission:</b>	The goal of the Department of Agriculture and Industries is to serve the farmers and consumers of this state to the best of our ability. Farmers work hard every day to provide our nation with the safest, most abundant and affordable food supply in the world.
<b>Vision:</b>	To provide timely, fair and expert regulatory control over product, business entities, movement, and application of goods and services for which applicable state and federal law exists and strive to protect and provide service to Alabama consumers. Department personnel will actively work to initiate and support economic development activities and promote domestic and international consumption of Alabama products. It is the Department's goal to be recognized for its employee's integrity and professional performance.
<b>Annual Goals</b>	
1	Shipping Point Inspection-Peanuts, fruits, vegetables & tree nut inspections
2	Shipping Point Inspection-Grain Inspections
3	Shipping Point Inspection-Aflatoxin analyses
4	Shipping Point Inspection-Commercial Market Inspections
5	Weights & Measures-Weights and test measures calibrated
6	Weights & Measures-Scales and measuring devices inspected
7	Weights & Measures-Packages inspected
8	Weights & Measures-Pumps and meters inspected
9	Weights & Measures-Petroleum products tested
10	Weights & Measures-Device registrations issued
11	Weights & Measures-Serviceman registrations issued
12	Weights & Measures-Brand registrations issued
13	Weights & Measures-Weighmaster certificates issued
14	Food Safety-Inspections
15	Food Safety-Samples
16	Food Safety-Permits
17	Food & Drug Lab-Food and drug analyses
18	Livestock Market News-Visually graded and recorded by weight and grade of slaughter and feeder cattle as animals are sold through auctions
19	Livestock Market News-Recorded prices by grade and volume of hay sold by producers
20	Livestock Market News-Visually graded and recorded by weight and grade of slaughter and feeder goats as animals are sold through auctions

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21	Pesticide Residue Lab-Food Safety Pesticide Analyses
22	Pesticide Residue Lab-Environmental/Miscellaneous Analyses
23	Gins & Warehouses-Inspections
24	Gins & Warehouses-Permits/licenses issued
25	Seed Lab-Official Seed Samples
26	Seed Lab-Service Seed Samples
27	Audits & Reports-Permits/licenses issued
28	Audits & Reports-Tonnage fees collected
29	Agriculture Compliance-Seed Samples Collected
30	Agriculture Compliance-Feed Samples Collected
31	Agriculture Compliance-Fertilizer Samples Collected
32	Agriculture Compliance-Lime Samples Collected
33	Agriculture Compliance-Seed Permits
34	Thompson Bishop Sparks State Diagnostic Lab-Accessions
35	Pesticide Management-Management Programs
36	Pesticide Management-Administrative activities
37	Petroleum Commodities-Inspection fee reports received
38	Petroleum Commodities-Desk Audits
39	Petroleum Commodities-Letters written enforcing inspection fee law
40	Boaz Vet Diagnostic Lab-Accessions
41	Plant Industry-Plant Quarantine Programs
42	Plant Industry-Plant Certification Programs
43	Plant Industry-APIary Protection Programs
44	Plant Industry-Administrative activities
45	Meat & Poultry Inspection-Establishments inspected
46	Meat & Poultry Inspection-Animals & poultry slaughtered
47	Meat & Poultry Inspection-Product processed under inspection
48	Meat & Poultry Inspection-Carcasses & product condemned

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49	Meat & Poultry Inspection-Samples of product condemned
50	Hanceville Vet Diagnostic Lab-Accessions
51	Elba Vet Diagnostic Lab-Accessions
52	Auburn Chemical Lab-Feed Analyses
53	Auburn Chemical Lab-Fertilizer Analyses
54	Auburn Chemical Lab-Limestone Analyses
55	Farmers Market Authority-Increase in farmer's markets
56	Farmers Market Authority-Farmers certified for SFMNP
57	Farmers Market Authority-Increase CNP directors knowledge of local procurement procedures
58	Farmers Market Authority-Increase GAP certified farmers

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Shipping Point Inspection-Peanuts, fruits, vegetables & tree nut inspections	1	lbs	760213000	893972000	218204700	172049800	162235200	175715200	140055500	138116540	1280708400	1379853540
2 - Shipping Point Inspection-Grain Inspections	2	number	6592	4737	703	1065	705	616	109	381	8109	6799
3 - Shipping Point Inspection-Aflatoxin analyses	3	number of tests	1363	1572	1441	1841	720	2107	1511	1717	5035	7237
4 - Shipping Point Inspection-Commercial Market Inspections	4	number	92	79	122	72	151	76	128	80	493	307
5 - Weights & Measures-Weights and test measures calibrated	5	number	500	885	1500	2052	1500	2045	500	1826	4000	6808
6 - Weights & Measures-Scales and measuring devices inspected	6	number	3000	5388	3000	1160	3000	1864	3000	9048	12000	17460
7 - Weights & Measures-Packages inspected	7	number	10000	0	10000	0	10000	39	10000	59	40000	98
8 - Weights & Measures-Pumps and meters inspected	8	number	15000	24035	15000	11846	15000	21681	15000	22662	60000	80224
9 - Weights & Measures-Petroleum products tested	9	number	750	1912	750	694	750	3177	750	2876	3000	8659
10 - Weights & Measures-Device registrations issued	10	number	100	708	100	558	400	298	2600	1771	3200	3335
11 - Weights & Measures-Serviceman registrations issued	11	number	200	171	200	202	200	231	200	285	800	889
12 - Weights & Measures-Brand registrations issued	12	Number	575	59	575	25	575	43	575	139	2300	266



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13 - Weights & Measures-Weighmaster certificates issued	13	number	1000	860	1000	1045	1000	1031	1000	1256	4000	4192
14 - Food Safety-Inspections	14	number	700	717	1000	888	1000	857	1000	1311	3700	3773
15 - Food Safety-Samples	15	number	950	878	1000	974	1000	1142	1000	710	3950	3704
16 - Food Safety-Permits	16	number	700	473	1000	85	3000	3663	2500	1935	7200	6156
17 - Food & Drug Lab-Food and drug analyses	17	number	910	878	910	974	910	1142	910	710	3640	3704
18 - Livestock Market News-Visually graded and recorded by weight and grade of slaughter and feeder cattle as animals are sold through auctions	18	head	160000	121737	150000	118604	150000	125370	130000	160578	590000	526289
19 - Livestock Market News-Recorded prices by grade and volume of hay sold by producers	19	tons	6000	5650	5000	5938	5000	5708	5000	5709	21000	23005
20 - Livestock Market News-Visually graded and recorded by weight and grade of slaughter and feeder goats as animals are sold through auctions	20	head	5000	1636	4000	2255	4000	2166	3000	2054	16000	8121
21 - Pesticide Residue Lab-Food Safety Pesticide Analyses	21	number	80	57	80	62	80	129	80	92	320	340
22 - Pesticide Residue Lab-Environmental/Miscellaneous Analyses	22	number	40	63	40	32	40	14	40	71	160	180
23 - Gins & Warehouses-Inspections	23	number	200	182	225	222	225	193	225	184	875	781
24 - Gins & Warehouses-Permits/licenses issued	24	number	20	33	5	8	20	40	175	133	220	214
25 - Seed Lab-Official Seed Samples	25	number	600	726	900	1091	500	791	800	754	2800	3362
26 - Seed Lab-Service Seed Samples	26	number	100	105	200	106	200	109	300	291	800	611
27 - Audits & Reports-Permits/licenses issued	27	number	1500	2262	8200	9365	900	678	700	1696	11300	14001
28 - Audits & Reports-Tonnage fees collected	28	amount	1000000	1300942	1100000	1683614	450000	612556	450000	466725	3000000	4063837
29 - Agriculture Compliance-Seed Samples Collected	29	number	600	726	900	1091	500	791	800	754	2800	3362
30 - Agriculture Compliance-Feed Samples Collected	30	number	100	958	200	748	200	684	300	918	800	4958
31 - Agriculture Compliance-Fertilizer Samples Collected	31	number	50	77	50	249	500	636	100	82	700	1694
32 - Agriculture Compliance-Lime Samples Collected	32	number	25	15	25	14	25	21	20	15	95	135
33 - Agriculture Compliance-Seed Permits	33	number	250	151	1200	1855	30	95	20	20	1500	3371
34 - Thompson Bishop Sparks State Diagnostic Lab-Accessions	34	number	4500	6437	4500	6603	4500	6291	4500	6537	18000	25868

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35 - Pesticide Management-Management Programs	35	number	3900	13987	11500	16982	3600	15001	4000	15117	23000	61087
36 - Pesticide Management-Administrative activities	36	number	330	338	330	351	330	367	330	384	1320	1440
37 - Petroleum Commodities-Inspection fee reports received	37	number	1450	1466	1450	1457	1450	1455	1450	1463	5800	5841
38 - Petroleum Commodities-Desk Audits	38	number	1050	1060	1050	1058	1050	1057	1050	1056	4200	4231
39 - Petroleum Commodities-Letters written enforcing inspection fee law	39	number	250	273	250	266	250	262	250	264	1000	1065
40 - Boaz Vet Diagnostic Lab-Accessions	40	number	550	793	550	717	550	793	550	782	2200	3085
41 - Plant Industry-Plant Quarantine Programs	41	number	125	238	75	14	3000	763	3000	2024	6200	3039
42 - Plant Industry-Plant Certification Programs	42	number	900	772	500	630	900	208	2500	2864	4800	4474
43 - Plant Industry-Apiary Protection Programs	43	number	4200	5441	2000	2433	1900	2144	8000	18590	16100	28608
44 - Plant Industry-Administrative activities	44	number	400	396	400	386	400	318	400	448	1600	1548
45 - Meat & Poultry Inspection-Establishments inspected	45	number	75	73	75	69	75	68	75	72	300	282
46 - Meat & Poultry Inspection-Animals & poultry slaughtered	46	head	7891	11872	5750	4738	9131	6699	6133	7778	28905	31087
47 - Meat & Poultry Inspection-Product processed under inspection	47	lbs	22594925	21654907	19399524	20153179	22008376	22104331	21322916	21121211	85325741	85033628
48 - Meat & Poultry Inspection-Carcasses & product condemned	48	lbs	17275	24173	25000	25214	30000	34069	21000	25565	93275	109021
49 - Meat & Poultry Inspection-Samples of product condemned	49	number	75	49	62	63	60	76	68	79	265	267
50 - Hanceville Vet Diagnostic Lab-Accessions	50	number	500	558	500	630	500	360	500	338	2000	1886
51 - Elba Vet Diagnostic Lab-Accessions	51	number	750	584	750	575	750	432	750	974	3000	2565
52 - Auburn Chemical Lab-Feed Analyses	52	number	565	677	565	734	565	804	565	824	2260	3039
53 - Auburn Chemical Lab-Fertilizer Analyses	54	number	55	124	55	176	505	713	105	78	720	1091
54 - Auburn Chemical Lab-Limestone Analyses	54	number	25	13	25	14	25	21	20	13	95	61
55 - Farmers Market Authority-Increase in farmer's markets	55	number	0		2	6	4	5	0	0	6	11
56 - Farmers Market Authority-Farmers certified for SFMNP	56	number	0		485	624	520	615	175	47	1180	1286
57 - Farmers Market Authority-Increase CNP directors knowledge of local procurement procedures	57	number	10	7	10	128	10	6	10	8	40	179

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58 - Farmers Market Authority-Increase GAP certified farmers	58	number	10	9	5	12	0	10	5	6	20	47
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

It is impossible to adequately assess the impact of policy decisions and budget determinations made by Governor Robert Bentley and the Alabama legislature in the fiscal year 2015-2016 in a vacuum. To be fair, it is important to view the state of the Alabama Department of Agriculture & Industries by considering General Fund Appropriation reductions since 2010. In 2010 the Department's GF Appropriation was \$15.1M, 2011 - \$13M, 2012 - \$10.7M, 2013 - \$9.42M, 2014 - \$9.4M, 2015 - \$9.6M, 2016 - \$8.8M, and 2017 - \$8.3M. Since 2008 the Department has seen a steady decline in its GF appropriation. Unfunded mandates that the department must fund only add to the challenge of maintaining viability. The result of this has been a reduction in work force and an inability to acquire necessary equipment in a timely manner. At best, with reduced resources, the Department is providing regulatory services to Alabamians at the bare minimum. The ability to meet statutory obligations is greatly diminished. The result is that weighing and measuring devices often are not inspected and other inspections such as food safety are reduced dramatically. This reduction threatens the health, safety, and security of all Alabamians. But for the legislative reforms (supported by both the Governor and Legislature) it would have been impossible for the department to maintain its relevancy.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Technology improvements have enhanced the ability of departmental personnel to accomplish more duties in spite of reduced resources. These improvements have especially improved the department's ability to collect fees, etc. online.

Fiscal Year 2016 Quarterly Performance Report												
<b>Agency:</b>	002 ALCOHOLIC BEVERAGE CONTROL BD											
<b>Mission:</b>	To provide a method of controlling and distributing alcoholic beverages, issuing licenses, promoting temperance, enforcing the laws of Alabama, and collecting tax dollars for distribution to the General Fund, state agencies, counties and cities											
<b>Vision:</b>	To provide an efficient, controlled, and reliable system for the purchase, distribution, and sale of alcoholic beverages. To maintain control of alcoholic beverages and tobacco and sales to minors											
<b>Annual Goals</b>												
1	Increase by 5% the average gross dollar sale per store employee											
2	Maintain the total number of internal and external audits performed by the Audit staff											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Average of Gross Dollar Sales per Store Employee	1	\$/employee ratio	193,199	198,193	162,408	168,766	154,899	175,952	162,644	176,465	673,150	719,376
2 - Total number of internal and external audits performed	1	Total Audits Performed	28	37	67	37	51	64	54	43	199	181
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
The passage of new regulations for beer and wine is requiring additional audits for our Audit Division.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The Board is working on administrative regulations for beer and wine manufactures and audit procedures.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	003 BANKING
<b>Mission:</b>	To charter, license, and regulate Alabama banks and other financial services providers in an efficient and effective manner that will foster stability, instill public confidence, and promote economic development in a competitive environment.
<b>Vision:</b>	To ensure a financial services environment that is stable, safe, and growing by consistently providing quality regulation which protects the interests of depositors, customers, shareholders, consumers, and the public
<b>Annual Goals</b>	
1	To attempt to prevent bank failures by examining banks within the legally required timeframe.
2	Maintain adequate reserves to continue operations in the event of a substantial(more than 15%)loss of revenue
3	Address consumer issues within 30 days.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To examine banks	1	Number of banks to be examined	14	10	14	14	16	16	14	16	58	56
2 - Maintain fund balance	2	Fund Balance/Total Expenses	0	0	0	0	0		0	14%	25%	14%
3 - To address consumer complaints within 30 days	3	Response Time	30 days	23.82	30 days	22.99	30 days	24.19	30 days	22.44	30 days	23.36

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

no

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

no

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	004 CONSERVATION & NAT RESOURCES
<b>Mission:</b>	To promote the statewide stewardship and enjoyment of Alabama's natural resources and state parks and ensure that current and future generations will be able to enjoy these resources.
<b>Vision:</b>	To promote and provide for the responsible use of Alabama's natural resources ensuring recreational opportunities, jobs, and economic growth for our state.
<b>Annual Goals</b>	
1	Generate revenue for state beneficiaries.
2	To provide exceptional visitor services that consistently garner at least a 90% visitor approval rating by the end of FY16. Base year of 2006 garnered a 94.44% approval rating.
3	Ensure that at least 98.75% of operational expenditures, on an annual basis, are funded by generated revenues. Revenues and expenditures measured are for Park Operations only and do not include the Montgomery Office.
4	Maintain or increase the number of paying guests.
5	To provide legal, personnel, accounting, engineering, and management services in an effective and affordable manner.
6	Provide hunting, fishing and wildlife watching opportunities in Alabama annually.
7	Obtain ownership of land for wildlife management, hunting and wildlife recreation through Department and Forever Wild.
8	Maintain marine fisheries assessment samples at levels equivalent to average of FY15 and FY16.
9	Maintain an average of 50% of officers' annual state work hours are spent patrolling marine areas to ensure compliance with laws and regulations.

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase property leases/revenues	1	Dollars	150,000	172,333	150,000	155,812	150,000	178,524	150,000	665,312	600,000	665,312
2 - Approval Rating	2	%	.96	.9487	.95	.97	.95	.9706	.95	.96	.9525	.9629
3 - Self Sufficiency	3	%	.68	.87	.77	.84	1.25	1.19	1.11	1.12	.9525	1.01
4 - # of paying park visitors	4	Each	645,000	542,566	575,000	302,049	1,335,000	1,835,343	775,000	1,097,880	3,330,000	3,777,838
5 - # of overnight guests	4	Each	245,000	222,085	220,000	187,108	335,000	340,645	270,000	271,277	1,070,000	1,021,115
6 - Maintain Administrative percentage of agency budget below 9% annually	5	% of total expenditures	.09	.067	.09	.061	.09	.058	.09	.057	.09	0.057
7 - # of Man-Days of Deer Hunting on WMAs	6	Man-Day	30,000	23,500	30,000	21,058	0	0	0	0	60,000	44,558
8 - # of fish stocked in public waters	6	# of Fish	550,000	42,735	1,000,000	1,322,609	1,000,000	1,487,199	1,000	5,150	2,551,000	2,857,693
9 - # of arrests made by officers	6	# of arrests	1,700	767	1,500	598	1,400	1,242	1,000	841	5,600	3,448
10 - # of acres owned by Dept. and Forever Wild for hunting and wildlife recreation	7	# of acres	266,000	271,801	266,500	271,801	267,000	272,742	267,500	274,048	267,500	274,048
11 - Collect fishery-independent assessment samples	8	# of fisheries assessments	273	169	243	199	285	224	267	274	1,068	866
12 - Maintain an average of 50% of officers' annual state work hours are spent patrolling marine areas to ensure compliance with laws and regulations	9	% of officer hours spent patrolling	.45	.52	.45	.51	.55	.52	.55	.49	.50	.49

**Notes**

3	Qtr 1 & 2: Closure of 5 parks and insurance not being paid during this quarter resulted in greater self sufficiency than originally anticipated.
4	Qtr 1 & 2: Closure of 5 parks decreased number of visitors. Qtr 4: number adjusted for transposition error in first quarter and incorrectly reported numbers (due to adjusting to new accounting system reports) for 2nd and 3rd quarters. Total is correct for year.
5	Qtr 1 & 2: Closure of 5 parks decreased number of visitors.

7	Qtr 1 & 2: The warm weather experienced this fall had an impact on the number of deer hunters participating.
8	Qtr 1 & 2: The warm weather experienced this fall and early winter significantly delayed the harvest of both bluegill sunfish and channel catfish from hatchery ponds. These fish will instead be stocked in the 2nd quarter. Qtr 3: Increase is due to an exceptional spring hatchery season. Qtr 4: Increase due to unanticipated stocking of trout.



### Fiscal Year 2016 Quarterly Performance Report

9 Qtr 1: The actual amount only represents December data due to server failure. Qtr 2: Due to server failure officers are transitioning to a new program called "e-site" to record arrests. The amount reported this quarter represents 25% of officers on this program. Qtr 4: Decrease in estimate is due to veteran officers required for training of newly hired officers (removing them from field duties).

11 Qtr 1 & 2: 82 NFWF samples were not collected due to a delay caused by the rigging of baitfish boat and mechanical failure on skimmer vessel. Qtr 3: 57 NFWF samples not collected due to engine repairs on skimmer vessel.

12 Qtr 1: Enforcement had 3 new officers graduate from the Academy at the end of the first quarter. The training officers are making efforts to keep the new officers in the field to gain knowledge and experience.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

- Having the Governor and Legislature support our request for no transfers of funds from the ADCNR for the FY2016-2017 budget year has helped us coordinate the park closures we were forced to implement during FY2015-2016 as a result of having \$3 Million transferred from our funds during FY2016.
- Having the Governor and Legislature support legislation in the form of a Constitutional Amendment to protect the parks systems funding has been helpful in addressing the potential of future park closures which would be associated with future transfers of our funds, as well as creating a foundation through which we can begin to plan for the recovery of the parks system (e.g., backlogged maintenance, new revenue options, potential improvements through local government partnering).
- Having the Governor and Legislature support legislation in the form of a car tag and boat tag have been helpful in developing new revenue streams, which when coupled with protections provided through Amendment 2, will result in advanced options for the financial recovery of the park system;
- The Legislature passed a bill to update fees for the scientific collector's permit which should prove beneficial to the WFF Division.
- The expanding of the role of the Building Commission has reduced the efficiency and also increased the cost of capital improvements.
- The use of Estart and the STAARS programs continues to be less than optimal for DCNR.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

- The park system continued to pursue new grant opportunities for park improvements;
- The park system continued to pursue financial partnering with local governments on maintenance and improvement projects;
- The park system implemented a new reservation system, addressing customer interests in site specific reservations, and continues to look at additional options through new vendors;
- Having the ability to retain the money the park system earns and is provided by statute (as provided under Amendment 2) will allow the park system to begin to address the backlog of maintenance needs within the parks, and also begin to develop some strategic 5 and 10 year operational plans. Lastly, the provisions of Amendment 2 will allow the park system to better partner with local governments adjacent to our parks, as well as other recreational partners who value the park settings as places supporting outdoor recreation.
- During the 2015-2016 fiscal year, and continuing into this next fiscal year, the State Lands Division has continued to improve procedures related to identifying and tracking staff time and activities to ensure that opportunities for reimbursement through grant funding or other outside sources are being fully maximized to reduce overall division costs. Additional measures have included testing and implementing an electronic system for recording and coding detailed descriptions of staff activities. The need for administrative efficiencies within the Division continue to become more critical as a result of continually increasing duties related to implementation of restoration project funding which has become available to the State as a result of final settlement with BP regarding Deepwater Horizon Oil Spill claims under the Oil Pollution Act and the Clean Water Act.
- The WFF Division will ask the Legislature to amend the hunting and fishing license exemption for 65 year olds to provide a nominal license fee until the age of 75. This should increase both state and federal funding to the Division.
- The WFF Division will also ask the Legislature to amend the hunting and fishing license requirements for non-resident students attending a state educational institution and place them into the resident category. This should also increase both state and federal funding to the Division.
- Outdoor Alabama Magazine was discontinued in FY 2016. Estimated annual savings are \$67,000 per year.
- The Administrative Division continues to streamline personnel and overhead cost.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	005 CORRECTIONS
<b>Mission:</b>	The mission of the Alabama Department of Corrections (ADOC) is to confine, manage, and provide rehabilitative programs for convicted felons in a safe, secure and humane environment, utilizing professionals who are committed to public safety and to the positive re-entry of offenders into society.
<b>Vision:</b>	The ADOC is an adequately funded, professionally staffed, innovative agency that administers rehabilitative programs for convicted felons in a safe, secure and humane environment, while achieving the mission of the Department.
<b>Annual Goals</b>	
1	Optimize inmate healthcare spending to limit annual increases to 7% through 2017.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Annual inmate health services cost will not exceed \$108.0 million for FY 2016.	1	Dollars	27,000,000	24,648,076	54,000,000	59446792	81,000,000	77,716,178	108,000,000	103900046	108,000,000	103900046

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Limited funding restricts the Agency's ability to make facility repairs and improvements.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Agency intends to increase spending on Community Corrections Programs and hire additional correctional officers.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	006 ADMINISTRATIVE OFFICE OF COURT
<b>Mission:</b>	To provide equal access for the citizens of Alabama to settle disputes, civil or criminal and promote justice, in a fair and impartial manner while perserving the rights of all litigants.
<b>Vision:</b>	To provide equal access to the justice system and maintain public confidence in the courts by deciding cases with intergrity, professional competence, and in a timely manner.
<b>Annual Goals</b>	
1	To resolve cases in the circuit and district courts in an impartial, efficient, and timely manner.

**Quarterly Objectives and Targets**

			<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - Circuit Court Cases filed	1	Number	52000		52000		52000		52000		208000	
2 - Circuit Court Cases Disposed	1	Number	52000		52000		52000		52000		208000	
3 - District Court Cases Filed	1	Number	176500		176500		176500		176500		706000	
4 - District Court Cases Disposed	1	Number	176500		176500		176500		176500		706000	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	007 DEPARTMENT OF COMMERCE
<b>Mission:</b>	To coordinate economic development resources leading to quality job creation and retention throughout Alabama.
<b>Vision:</b>	We envision a comprehensive economic development effort where state and local partners work cooperatively to create quality job opportunities for Alabama citizens.

<b>Annual Goals</b>	
1	Coordinate with strategic partners the recruitment of new/expanding businesses and consultant contacts resulting in 120 new projects worked annually by 2017
2	To achieve \$15.9 billion in export sales of Alabama products and services annually by 2017
3	Conduct follow-up visits (service-after-the-sale) with existing industries to determine fulfillment of state and local commitments and to discuss possible expansion plans resulting in 150 follow-up visits by 2017

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the number of project worked	1	New/Existing project worked	30/45	49/21	25/30	58/17	35/40	50/19	30/30	48/21	120/145	205/78
2 - Maintain the current staffing requirement while increasing the number of projects worked	1	Projects to staff ratio	11:1	11:1	8:1	9:1	11:1	8:1	9:1	7:1	39:1	35:1
3 - Increase the number of trade partners linked	2	Trade partners linked	150	83	150	160	150	160	150	153	600	556
4 - Increase export sales of Alabama products and services	2	Total export sales	0	0	0	0	15.9	19.4	0	0	15.9	19.4
6 - Increase the ration of trade partners linked to Trade Specialists on staff	2	Partners linked to staff ration	50:1	41:1	50:1	53:1	50:1	53:1	50:1	51:1	200:1	198:1
5 - Increase the number of follow-up visits made to existing industries	3	Number of visits	40	32	25	35	45	30	40	34	150	134

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determination made by the Governor and the Legislature for the fiscal year 2016 have generally been positive for the Department of Commerce. Commerce has continued to promote job creation and retention throughout the state. The Workforce Development Division of Commerce consisting of the Alabama Industrial Development Training Institute (AIDT) and workforce programs formerly managed by the Alabama Department of Community Affairs (ADECA) continues to assist the growth of Alabama businesses by offering job skills improvement programs, education and training.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Department of Commerce replaced key positions in the recruiting section and executive areas. The reorganization of Commerce into two divisions (1) Business Development and (2) Workforce Development will benefit our economic development efforts for years to come. Commerce has benefited from updating technology (software and hardware) in both divisions. Commerce foresees the need to design a project management system to assist the Workforce Development Division for grant tracking and federal reporting and continue to upgrade the fleet vehicles as needed.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	008 EDUCATION
<b>Mission:</b>	To provide a state system of education which is committed to academic excellence and which provides education of the highest quality to all Alabama students, preparing them for the 21st century.
<b>Vision:</b>	Every child a graduate and every graduate prepared for College/Work/Adulthood in the 21st century
<b>Annual Goals</b>	
1	Increase the number of students who graduate College and Career Ready
2	Decrease the number of 9th grade failures statewide
3	Increase the number of high school graduates
4	Reduce the number of trancies statewide

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the number of students who graduate College and Career Ready	1	% of students	0		0	0	0	0	0	0	45	
2 - Decrease the number of 9th grade failures statewide	2	# of students	0		0	0	0	0	0	0	3000	
3 - Increase the number of high school graduates	3	% of students	0		0	0	0	0	0	0	82	
4 - Reduce the number of trancies statewide	4	# of absences	0		0	0	0	0	0	0	107,250	

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

n/a

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

n/a

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	009 FORESTRY COMMISSION
<b>Mission:</b>	We will serve Alabama by protecting and sustaining our forest resources using professionally applied stewardship principles and education. We will ensure Alabama's forests contribute to abundant timber and wildlife, clean air and water, and a healthy economy.
<b>Vision:</b>	Protect, sustain and educate.
<b>Annual Goals</b>	
1	To reduce loss to timberlands and structures from wildfires by decreasing the ten year rolling average of approximately 44,000 (baseline 2004-2014) of total acres burned by 25%.
2	Maintain the number of landowners reached at approximately 4,000 (FY 15) annually in all our programs, including Stewardship, Forest Health, Wildland Urban Interface, Fire Prevention and Environmental Enhancement.
3	Maintain the number of stand management recommendations at 4,000 (FY 15) and management plans written for landowners at approximately 400 (FY 15).

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (01 - Efficiency) Maintain an average response time of 40 minutes or less to wildfires.	1	Minutes	40	38	40	41	40	39	40	38.12	160	156.12
2 - (02 - Quality) Decrease the ten year rolling average of approximately 44,000 to approximately 33,000 total acres burned per year	1	Acres	8250	7.41	8250	9015.57	8250	3883.36	8250	6246.20	33000	19152.54
3 - (01 - Efficiency) Maintain the number of landowners reached annually in all our programs.	2	Number of landowners	1000	2414.76	1000	1058	1000	1040	1000	1078	4000	5590.76
4 - (02 - Efficiency) Stand Management Recommendations and Urban Assists.	3	Number	1000	520	1000	594	1000	638	1000	1093	4000	2845
5 - (03 - Efficiency) Number of new and revised Management Plans	3	Number	100	35	100	22	100	42	100	122	400	221

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

### Fiscal Year 2016 Quarterly Performance Report

General Fund cuts and the inability to replace lost revenue streams hamper the AFC's ability to fulfill its mission of protecting and sustaining Alabama's forest resources. The FY2016 budget cut of \$1,714,605 resulted in a 24% reduction of state funding. This makes it difficult to replace firefighting equipment on a reasonable schedule and to hire adequate personnel, resulting in additional costs of maintenance. Old firefighting equipment also subjects employees to unnecessary increased safety risks in hazardous fire response situations. Moreover, employees must spend a significant amount of time maintaining our equipment fleet. Wildfires pose a significant threat to public health and safety; the AFC continues to struggle to maintain firefighting staff necessary to meet fire response time objectives and decrease average wildfire size.

Fiscal Year 2017 started with 1135 fires covering 11,837 acres during the month of October, with the majority occurring in the state declared Drought Emergency counties. Covering these fires during this period puts a strain on our Agency's already limited manpower and resources. Additionally, reduced levels of available personnel creates a backlog for technical forestry assistance to private forest landowners.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

AFC made significant changes to internal administrative processes and record keeping by developing a database platform and webpage to track daily operations. AFC Programmers designed a centralized database to track personnel time, program accomplishments, budgets, and administrative functions. Sections of the database include:

- AFC Wildfire Tracking database – tracks and stores wildfire dispatch information, and calculates wildfire costs
- AFC Grant Tracking database – tracks Federal Grant matching requirements
- AFC Accounting Database – Internal database that tracks purchasing requests and approvals, and automatically updates the County, Regional, and State office budgets
- AFC Property database – Internal database that automates both federal and state property tracking and inventory processes
- AFC Time Sheet System – internal time database that is integrated with the grant tracking database
- AFC Fleet Management database – internal database that tracks vehicle costs and maintenance
- AFC Accomplishment Database – tracks activities that provide information and statistics for grant and reporting requirements
- AFC Safety policy and reports
- AFC Policy and Procedures
- GIS, AFC Calendar activities, training information
- Energy Conservation database - The Alabama Forestry Commission incorporated Energy Conservation measures into its operations at the Montgomery State Office. An Energy Audit was conducted to learn the most cost effective way to incorporate changes. To date, we have retrofitted 100% of the interior light fixtures with LED lighting. Exterior lights will be replaced next and then upgrades to the HVAC system. The ROI (Return on Investment) for lighting costs is expected to be less than a year, with HVAC upgrades closer to two years. Future plans include developing a "Green Revolving Fund" from money saved from energy upgrades. This money would be used to continue energy upgrades to our 67 county offices and equipment sheds.

#### Suggestions for Changes

- Reduce or eliminate the fees we pay to sister agencies for their administrative services. These agencies receive General Fund dollars in addition to surcharges from the agencies. We pay approximately 20% of our budget to these agencies that receive General Fund dollars to complete this work.
- Special appropriation to replenish the Emergency Fire Fund and possibly expand its limit. The current cap of \$1,000,000 may prove to be insufficient to cover firefighting costs during prolonged drought conditions.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	010 FINANCE
<b>Mission:</b>	Provide innovative, resourceful leadership and service in financial management and operational support in order to advance the Governor's mission of restoring trust in state government.
<b>Vision:</b>	Protect the financial interests of Alabama and effectively administer and support the financial and administrative needs among all divisions of the Department of Finance.

**Annual Goals**

1	Reduce the Number of state Vehicles Insured
2	Track the Number of Buying Events in the Purchasing Division
3	Provide Quality IT Services to Agencies, Boards, and Commissions

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Vehicles Insured	1	#	8107	8004	8000	8099	7900	8171	7850	8266	7800	8266
2 - Number of Buying Events	2	#	6125	6906	6125	6806	6125	5361	6125	6000	6125	6906
3 - Number of Agencies, Boards, and Commissions Served	2	#	200	202	200	199	200	199	200	198	200	202

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Department of Finance was able to meet the desired accomplishments within the budgeted guidelines.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Department of Finance in FY 16 continued to operate within the current administrative guidelines.

Fiscal Year 2016 Quarterly Performance Report												
Agency:	011 PUBLIC HEALTH											
Mission:	To serve the people of Alabama by assuring conditions in which they can be healthy (Section 22-2-2 of the Code of Alabama).											
Vision:	Through the continued pursuit of excellence and a positive presence in the community, ADPH provides leadership in assuring access of appropriate health services to all Alabamians and is viewed as integral to the prevention, detection, and response to all hazards affecting Alabama.											
Annual Goals												
1	To prevent significant and irreparable harm, including death, to Alabama's newborns by early detection, treatment, and management of otherwise undetectable newborn disorders.											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of newborns screened for metabolic disorders	1	Number of newborns screened	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58,000	58182
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
During the fiscal year, the Health department projected a deficit due to continuation cost increases. However, the CHIP General Fund carry forward made the Department level funded. The Health department reduced staffing by approximately fifty one full time equivalents (FTEs) through attrition to assist in maintaining a balanced budget.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
With severely limited financial resources, close management of those resources has become even more critical. To that end, the Department improved utilization of "Ensemble", which is an enhanced production management and cost accounting reporting system. This decision support system combines data from financial, production, cost accounting, time keeping, and clinical management systems in a simple tool for management analysis and decisions.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	012 TRANSPORTATION
<b>Mission:</b>	To provide a safe, efficient, environmentally sound intermodal transportation system for all users, especially the taxpayers of Alabama. To also facilitate economic and social development and prosperity through the efficient movement of people and goods and to facilitate intermodal connections within Alabama. ALDOT must also demand excellence in transportation and be involved in promoting adequate funding to promote and maintain Alabama's transportation infrastructure.
<b>Vision:</b>	To provide a safe, efficient, environmentally sound intermodal transportation system for all users, especially the taxpayers of Alabama. To also facilitate economic and social development and prosperity through the efficient movement of people and goods and to facilitate intermodal connections within Alabama. ALDOT must also demand excellence in transportation and be involved in promoting adequate funding to promote and maintain Alabama's transportation infrastructure.

**Annual Goals**

1	Program: 832 (Surface Transportation Improvement) ALDOT's roadway goal is to maintain the state's highway system at a system average International Roughness Index (IRI) of less than 95 inches/mile or "Good" condition with no more than 5% of the state's highway miles at an IRI of 120 inches/mile or greater.
2	Program: 832 (Surface Transportation Improvement) ALDOT's bridge goal is to maintain the bridges on the state's highway system at a system average condition 6.00 or better "Satisfactory" condition with no more than 5% of the state's bridges at a condition rating of 4.99 or worse or "Marginal" condition.
3	Program: 833 (General Administration) Maintain Administration expenditures at no more than 10% of total budget.
4	Program: 834 (General Aviation & Aeronautic Administration) Efficiently manage the improvement and preservation of Alabama's publicly owned airport infrastructure system.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (OI-Quality) Average IRI for the state's roadway system.	1	Inches per mile	-	-	-	-	-	-	-	78.85	<95	
2 - (O2-Efficiency) % of roadway miles with an IRI of 120 or greater.	1	% of miles	-	-	-	-	-	-	-	8.00	5%	
3 - (OI-Quality) Average bridge condition for the state's bridge system.	1	Weighted average rating	-	-	-	-	-	-	-	6.52	6.00	
4 - (O2-Efficiency) % of bridges with a condition rating of 4.99 or worse.	1	% of bridges	-	-	-	-	-	-	-	1.15	5%	
5 - (OI-Efficiency) Maintain FTE's in Administration program at no more than 10% of total budget.	3	% of Administration exp. to total exp.	.10	.09	.10	.09	.10	.12	.10	.11	.10	
6 - (O2-Efficiency) Maintain FTE's in Administration program at no more than 1/3 of total FTE's.	3	% of FTE's in Administration to total FTE's.	.30	.29	.30	.30	.30	.33	.30	.29	.30	
7 - (OI-Efficiency) Recommend approval of state matching funds or 100% of commercial service and general aviation airport projects that receive FAA/AIP funds	4	% of projects recommended for state matching funds.	-	-	-	-	-	-	-	100	100%	

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	013 LABOR DEPARTMENT
<b>Mission:</b>	To administer workforce protection programs for workers and employers such as unemployment compensation, state employment service, labor market information, workers' compensation, and mine safety and reclamation services.
<b>Vision:</b>	To offer demand-driven services for workers and employers that creates a more positive economic environment.

**Annual Goals**

1	Unemployment Compensation Division: Collect taxes, pay benefits, meet quality standards within the federal guidelines while providing services to protect Alabama minors in the workplace.
2	Employment Security Division: Transform, with workforce development partners, the workforce delivery system model, enhancing performance, improving productivity and customer satisfaction, despite funding reductions, through leveraging resources to accelerate and improve integration of one-stop services with partner agencies by end of FY 2016.
3	Workers' Compensation Division: Coordinate internal computer programming to improve the efficiency of the workers' compensation screens and create a means to provide employers the ability to file 100% of workers' compensation forms online by the end of FY 2016.
4	Inspection Division: Maintain sufficient safety inspector staffing and equipment enabling the completion of approximately 2,400 timely and thorough safety inspections of mine sites while maintaining two (2) state mine rescue teams and providing safety training as required in order to administer the Code of Alabama, 1975, and the Open Pit and Quarry Safety Rules of the State of Alabama by the end of FY 2016.
5	Inspection Division: Utilize federal and state funding efficiently to restore land and water resources to approximately 120 sites which have been adversely affected by past coal mining practices and the mining of non-fuel minerals by the end of FY 2016.
6	Inspection Division: Identify all boilers, pressure vessels, and elevators that are past due its certificate of operation date by 60 days or more and have owners with past due safety inspections in compliance within an additional 30 days.
7	Labor Market Division: Continue to efficiently and effectively complete deliverables to meet contractual obligations as required by the Bureau of Labor Statistics Cooperative Programs(BLS), Occupational Employment Statistics (OES), Current Employment Statistics (CES), Local Area Unemployment Statistics (LAUS), Quarterly Census of Employment and Wages (QCEW), and Occupational Safety and Health Administration (OSHA).
8	Labor Market Division: Continue efficiently and effectively complete deliverables to meet contractual obligations to Employment and Training Administration (ETA) Workforce Grant providing quality information that customers can easily access and use to make informed choices.
9	Labor Market Division: Continue to submit weekly, monthly, and quarterly reports to the U.S. Department of Labor Employment and Training Administration (ETA) concerning unemployment benefits. Provide legislative cost estimates as needed.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the percentage of Ben-241's (Requests for Separation Information) returned electronically.	1	Number of Ben-241's returned electronically as %.	--	12.20%	--	16.05%	--	15.75%	--	15.75%	2.5%	
2 - Increase the percentage of individuals filing their unemployment claims via the internet.	1	Number of internet filings as %.	--	43.62%	--	44.99%	--	44.61%	--	44.61%	40%	

Fiscal Year 2016 Quarterly Performance Report												
3 - Increase the timeliness of first payments on unemployment claims beyond the 87% federal mandate.	1	Time Lapse %	--	92.92%	--	93.12%	--	94.26%	--	94.26%	93%	
4 - Increase the percentage of employers paying their unemployment taxes via the internet.	1	% of employers paying taxes using EFT	--	98.70%	--	99.41%	--	98.75%	--	98.75%	90%	
5 - Increase the number of businesses inspected that employ minors.	1	Number of inspections	500	89.60%	500	542	500	386	500	386	2000	
6 - (02a) Increase the effectiveness of services rendered to customers through the Employment Retention Rate (ERR). Note: This benchmark is negotiated with the U.S. Department of Labor on a yearly basis.	2	%ERR	0.830	INA 1/	0.830	1/	0.830	1/	0.830	INA	0.830	
7 - (02b) Increase the number of individuals receiving services per FTE.	2	Individuals per FTE	510	518	532	488	571	494	659	379	2272	
8 - (02c) Increase the number of promotional contacts with employers per FTE.	2	Promotional contracts per FTE	27	26	32	31	31	31	30	30	120	
9 - (02d) Increase the number of AJL website hits.	2	Number of visits to website	759,727	595,590	852,264	524,191	902,481	327,555	885,528	255,702	3,400,000	
10 - (02e) Increase the effectiveness of services rendered to customers through the Entered Employment Rate (EER). Note: This benchmark is negotiated within the U.S. Department of Labor on a yearly basis.	2	% EER	.0599	INA 1/	0.599	1/	0.599	1/	0.599	INA	0.599	
11 - Update computer screens used by the Workers' Compensation (WC) Division to ensure employers' compliance with the WC Law.	3	Percentage of updates made	75%	65%	75%	85%	85%	65%	100%	65%	100%	
12 - Create online web applications for employers to fill out forms online.	3	Percentage of completion of online applications	50%	75%	50%	75%	75%	75%	100%	75%	100%	
13 - Utilize overall mine safety inspector experience to provide more efficient and effective inspections with required corresponding documentation at mine sites.	4	Number of sites inspections completed	600	211	600	185	600	278	600	160	2400	
14 - Perform 10% of required mine safety inspections on evening and night shifts.	4	Percentage of evening inspections to total	--	4%	--	2.6%	--	0	--		10%	

Fiscal Year 2016 Quarterly Performance Report												
15 - Maintain the number of mine sites reclaimed by operators, AML (Abandoned Mine Lands Reclamation) and forfeited bond funds.	5	Number of sites reclaimed	10	8	10	9	10	8	10	9	40	
16 - Increase acreage reclaimed annually.	5	Acres reclaimed annually	--	25	--	110	--	10	--	103	650	
17 - Identify expired certificates over 60 days, contact owner and plan a corrective action.	6	Total expired certificates	100%		100%	95%	100%	99%	100%	99%	100%	
18 - Maintain 100% compliance with contractual obligations of Bureau of Labor Statistics Cooperative Program.	7	Percentage completion of all requirements	--	96%	--	100%	--	100%	--	100%	100%	
19 - Maintain 85% response rate needed to satisfy grant requirements and provide useful data for the USDOL-BLS and OSHA.	7	Percentage completion of all requirements	--	100%	--	100%	--	100%	--	88%	85%	
20 - Maintain 100% compliance with contractual obligations to Employment and Training Administration (ETA) Workforce Information Grant.	8	Percentage completion of all requirements	--	100%	--	100%	--	100%	--	100%	100%	
21 - Submit Unemployment reports timely 95% of the time.	9	Percentage completion of all requirements	--	100%	--	100%	--	100%	--	99%	95%	
Notes												

6	Data will be available 45 days after the close of the quarter and reporting for this quarter will be amended with the next quarterly request.
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**Fiscal Year 2016 Quarterly Performance Report**

10	Data will be available 45 days after the close of the quarter and reporting for this quarter will be amended with the next quarterly request.
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10	Data will be available 45 days after the close of the quarter and reporting for this quarter will be amended with the next quarterly request.
10	Data will be available 45 days after the close of the quarter and reporting for this quarter will be amended with the next quarterly request.
12	THE TARGET VALUES FOR THE CREATION OF THE ONLINE WEB APPS SHOULD BE: 1ST QTR.-80%, 2ND QTR.-95%, 3RD QTR.-95% & 4TH QTR.-100% BASED ON THE INCOMPLETION OF THESE GOALS IN 2015 DUE TO THE ISD CHANGES.

**How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?**

1. The government mandate that all state agencies must process data through the State Information Systems Division has caused an undue hardship on the Unemployment Compensation Division's.
2. The Alabama Department of Labor's Employment Service Division is largely funded by grants such as the Wagner-Peyser grant and Administers federal programs such as: Employment Service; Veteran employment programs; Work Opportunity Tax Credit program; and Foreign Labor Certification program. Support from the Governor and Legislature on a matter of initiatives such as Regional Job Fairs to assist job seekers and business & industry have contributed to their over-whelming success.
3. The policy decision to transfer the Department of Labor's IS mainframe from in house to ISD under the Department of Finance has caused major delays in meeting our performance objectives.
4. Our general fund budget was cut.
5. No affect.
6. No effect
7. Because of the administrative decisions concerning temporaries, we can longer use temporaries in some of our programs.
8. Implementation of new WIOA impacted ETA Workforce information grant.
9. NO.



What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

1. The only improvements that we have made, is to not fill many of the positions vacated through retirement. Funding is severely needed to continue to provide minimum services.

2. With the support of ADOL Secretary Washington, two (2) ADDITIONAL Area Managers were appointed raising the number to four (4) supervising field operation of the State's Career Center System. Additionally, Managers were appointed to long-standing vacancies in 9 Career Centers completing the system's management structure. The system strategically relocated Eufaula and Fayette Centers to larger more accessible locations and opened a new center on the University of West Alabama campus in Livingston raising to forth-nine (49) the number of Centers serving the State's job seekers and business & industry.

3. Improvements: Continued training of personnel to assist in key positions to ensure the continued efficiency of the Worker's Compensation Division.

Administrative Procedures: Proposed Legislative action to remove the officer exclusion provisions from the WC Law to allow employers and carriers to manage the coverage of officers/members.

4. Therefore we lost two of six mine inspectors.

5. No affect.

6. IT upgrades, Legislative assistance in raising the caps on boiler elevator programs, and hiring new personnel to the right size of division.

7. None foreseen.

8. The Workforce development regions have been reconfigured.

9. None

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	015 MILITARY
<b>Mission:</b>	The Alabama National Guard will provide a responsive and trained military force to the citizens of the United States and the State of Alabama during periods of natural disaster and national emergency.
<b>Vision:</b>	The premier organization of Citizen Soldiers and Airmen who are ready, in war and peace to support our communities, state, and nation in time of need.

**Annual Goals**

1	Revitalize and maintain National Guard Facilities
2	Recruit & train Soldiers & Airman for Federal & State Missions
3	Efficiently conduct State Financial Operations & operate AL NG Facilities

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce the total \$ amount of Facility Maintenance Backlog	1	\$ amt of Fac Maint Backlog	\$90M	\$90M	\$90M	\$72M	\$90m	\$53.64m	\$90m		\$90m	
2 - Revitalize AL NG Facilities	2	# Facilities Revitalized	1	1	0	0	0	0	0		1	
4 - Enlist new personnel into the AL ARNG	2	# of enlistments	75	242	75	341	75	310	75		300	
5 - Maintain authorized troop strength	2	% of authorized troop strength	98%	96.01%	98%	96%	98%	94.7%	98%		98%	
3 - Complete Facility/HEAT work requests within 30 days of receipt	3	% work orders completed W/i 30 days of receipt	90%	90%	90%	89%	90%	92%	90%		90%	
6 - Process invoices for payment within 30 days of receipt	3	% of inv processed for pmt w/i 30 days of receipt	90%	60%	90%	100%	90%	85%	90%		90%	
7 - Process eligible expenditures for federal reimbursement within 30 days of the end of report period	3	% of reimb requests processed w/i 30 days	90%	60%	90%	83%	90%	95%	90%		90%	
8 - Reduce energy consumption at AL NG Facilities	3	% utility cost reduction	1.5%	1.5%	1.5%	1.5%	1.5%	1.5%	1.5%		6%	

## Fiscal Year 2016 Quarterly Performance Report

### Notes

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Delays due to STAARS fielding issues

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	016 HUMAN RESOURCES
<b>Mission:</b>	To provide for the protection, well being, and self-sufficiency of children and adults.
<b>Vision:</b>	Help Change lives for the better by providing the premier social welfare programs in the southeastern United States.

<b>Annual Goals</b>	
1	Achieve timely permanency for foster children

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce the number of children waiting for adoption	1	Percent change in total waiting children	-.5%	-.1.1%	-.5%		-.5%	.2%	-.5%	-14.2%	-2%	-15.9%

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

N/A

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued to reduce the number of foster children waiting to be adopted.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	018 PUBLIC SERVICE COMMISSION
<b>Mission:</b>	To ensure a regulatory balance between regulated companies and consumers in order to provide consumers with safe, adequate and reliable services at rates that are equitable and economical.
<b>Vision:</b>	A regulatory environment that addresses the needs of consumers in a timely manner while providing a fair rate of return for regulated companies.
<b>Annual Goals</b>	
1	To promote safe operations within natural gas and hazardous liquid facilities by maintaining adequate inspection ratio of person-days/total program days of at least 38% per year.
2	To minimize incidents due to operator error by conducting inspections on 100% of jurisdictional operators each calendar year; investigating all incidents to provide positive feedback to prevent future incidents; randomly checking at least 100 construction sites for adherence to Alabama Once Call protocols; conducting and attending at least 20 classes and seminars on Once Call protocols and excavation safety.
3	EPD - Assist the Commission with its responsibility for balancing the interests of our regulated utilities with those of the consuming public, with the ultimate goal being the provision of reliable services at rates that are fair and reasonable.
4	Increase public awareness of PSC regulations and services by posting all public information to agency website within 48 hours of availability.
5	Transportation - Timely and accurately process at least 96% of all documents within 5 business days that are related to registrations, filings, and monies received or distributed in order to ensure the carriers are provided documentation to operate and funds are properly accounted for.
6	Transportation - Accurately measure, assess, and report the conditions of railroad track, structure, and rolling stock to ensure safe and efficient operations of trains in order to promote public safety for the citizens of Alabama, responding to at least 96% of all incidents within 24 hours of notification.
7	Transportation - Respond to at least 96% of all consumer complaints regarding compliance with the applicable state laws and PSC rules and regulations in order to ensure carriers follow applicable procedures pertaining to their tariff.
8	USD - Address 90% of all consumer inquiries within 30 days of receipt.
9	USD - Verify accuracy of Reported Purchased Gas Adjustment/Gas Supply Adjustments.
10	USD - Respond promptly to utility rate/expense/revenue submissions requiring Commission action.
11	USD - Achieve closure on 90% of all telephone utility internal/external inquiries related to telephone policies, service, prices, or billing within 30 days of receipt.
12	USD - Process and prepare for Commission consideration all telecom regulatory actions within 45 days of receipt.
13	USD - Inspect 10% of all inmate facilities per year.
14	USD - Perform two audits of water/wastewater companies per quarter.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain inspection ratio, person-days/total program person-days (acceptable above or equal to .38).	1	Inspection ratio	.38	.35	.38	.55	.38	.36	.38	.41	.38	.42

Fiscal Year 2016 Quarterly Performance Report												
2 - Prioritize and inspect 100% of jurisdictional operators each calendar year.	2	% inspected	20	18	30	19	30	24	20	31	100	92
3 - Investigate all incidents	2	% investigated	100	100	100	100	100	100	100	100	100	100
4 - Check sites for adherence to Alabama One Call protocol (100/yr)	2	# investigated	20	32	30	21	30	18	20	30	100	101
5 - Conduct and attend at least 20 classes related to excavation safety.	2	# classes attended	10	15	4	5	4	5	2	25	20	50
6 - Present 90% of cases to Commission for action within 45 days of public filing	3	% of cases	90	100	90	100	90	100	90	100	90	100
7 - Issue 95% of recommendations within 30 days of completion of analyses, investigations and receipt of all information	3	% of cases	95	100	95	100	95	100	95	100	95	100
8 - Maintain 100% posting of public information to agency website within 48 hours of availability.	4	% posted	100	100	100	100	100	100	100	100	100	100
9 - Receive, review and process all applications to register authority and receive registration numbers, responding to at least 96% of applicants within 5 business days.	5	% of total applications processed	96	100	96	100	96	100	96	100	96	100
10 - Inspect tracks, structures and rolling stock of railroads in a timely manner and respond to at least 96% of reported accidents within 24 hours	6	% of total accidents responded to	96	100	96	100	96	100	96	100	96	100
11 - Investigate at least 96% of consumer complaints within 30 days.	7	% of complaints investigated	96	100	96	100	96	100	96	100	96	100
12 - Process 90% of inquiries within 30 days of receipt	8	% of inquiries processed	90	100	90	99	90	100	90	100	90	99.75
13 - Audit utility purchased gas adjustments and/or gas supply adjustments monthly to verify data accuracy and the utilization of approved accounting practices/procedures.	9	Desk audits	3	9	3	9	3	9	3	9	3	36
14 - Within 45 days of receipt/availability, complete 90% of reviews, analyses, and investigations of rate of return calculations, recommended rate/price changes, and verifications of the underlying expense/revenue data associated therewith.	10	% of cases	90	100	90	100	90	90	90	100	90	97.5
15 - Maintain closure on 90% of all requests/inquiries within 30 days of receipt	11	% closed	90	99	90	100	90	99.5	90	100	90	99.6
16 - 90% of all certificates, tariffs, wholesale pricing agreements and other telecom regulatory actions completed within 45 days	12	% filings	90	95	90	95	90	100	90	84.6	90	93.65
17 - Inspect 10% of all inmate facilities per year.	13	% inmate facilities inspected	2.5	2.4	2.5	1.8	2.5	1.2	2.5	1.2	10	6.6
18 - Ensure accurate accounting for revenues and costs in accordance with Commission rules and orders.	14	Companies audited	2	2	2	2	2	3	2	6	8	13

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

As a result of mandatory transfers to the State General Fund each quarter, the Commission must restrict expenditures to ensure funds are available for the transfer regardless of the impact on normal operations.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Commission continually looks to improve efficiencies and reduce costs via enhancements, improvements, and upgrades to an agency wide database and electronic filing system. The Commission continues to work with the Federal Motor Carrier Safety Administration (FMCSA) to maintain an appropriate Unified Carrier Registration (UCR) fee structure, while ensuring motor carrier compliance with UCR registration requirements through the monitoring of FMCSA's database. The annual appropriation bills enacted by the State Legislature over the last several years have included large increases in the quarterly transfers the Commission is required to make to the General Fund. As a result, language in the appropriation bills that requires an end of the year transfer/reversion to the General Fund of any unencumbered balance over \$600,000 is slated to be removed to enable the Commission to be able to meet the increased quarterly transfer obligations while maintaining enough funds to continue to meet its regulatory obligations.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	019 REVENUE
<b>Mission:</b>	The Alabama Department of Revenue will efficiently and effectively administer the revenue laws in an equitable, courteous and professional manner and fund government services for the citizens of Alabama.
<b>Vision:</b>	To provide the highest quality services in administering and enforcing the revenue laws of the state of Alabama.
<b>Annual Goals</b>	
1	By 2016, increase the number of individual taxpayers who voluntarily report Use Tax on income tax returns by 50%.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase voluntary use tax filings on individual income tax returns.	1	Income tax returns that include use tax.	3500	2304	3500	19,693	3500	13,971	3500	828	140000	36,796

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

With the decrease of benefits offered, it continues to be more difficult to hire, train and retain audit personnel.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Department of Revenue has made great strides and continues to make and look for better ways to prevent Income Tax Refund Fraud.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	021 YOUTH SERVICES
<b>Mission:</b>	To enhance public safety by holding juvenile offenders accountable through the use of institutional, educational and community services that balance the rights and needs of victims, communities, courts and offenders.
<b>Vision:</b>	DYS believes that communities will be safer and youth will be more likely to succeed if services designed to meet the needs and strengths of youth and their families are provided locally, in non institutional settings.

<b>Annual Goals</b>	
1	To provide continued financial support of local community diversion programs to effectively prevent youth from remaining in or returning to the juvenile justice system.
2	To provide therapeutic strengths based services for 100% of serious offenders.
3	DYS will strengthen its capacity to conduct quality assurance analysis on the programs it funds.
4	To provide a comprehensive educational program that meets the individual needs of DYS students.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Percentage of juvenile courts utilizing diversion programs.	1	% of courts	78	78	78	78	78	78	78	78	78	78
2 - Number of youth served by community diversion programs.	1	# of youth enrolled	1,500	2,072	1,500	1,968	1,500	2,511	1,500	1,821	6,000	4,815
3 - Maintain adequate # of residential placements for committed youth.	2	# of admissions	375	327	375	333	375	333	375	291	1,500	1,284
4 - Maintain GIMS database for tracking results of all community diversion grants.	3	# of programs reporting in GIMS	58	54	58	49	58	57	58	51	58	57
5 - Provide annual analysis of all community diversion grants.	3	# of programs analyzed	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	58	54
6 - Number of students passing GED tests.	4	5	5	10	5	12	5	10	5	10	20	42

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The relative stabilization of funding levels for the Department allowed juvenile justice reforms to successfully continue.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

- \*The ability to direct hire Youth Service Aides has been a tremendous help in being able to hire additional staff and reduce overtime costs.
- \* The Department has put into place an internal motor pool and has been able to greatly reduce travel costs by requiring employees to drive state vehicles when available.
- \* The management of overtime was centralized which helped reduce costs considerably
- \* We would like to suggest that future appropriations contain language that state agencies can carry over any unexpended dollars in the General Fund or Education Trust Fund.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	023 ARCHIVES AND HISTORY
<b>Mission:</b>	To ensure the preservation of Alabama's historical records and artifacts and to promote a better understanding of Alabama history.
<b>Vision:</b>	To be recognized by the people of Alabama for excellence in preserving the state's historical records and artifacts and in providing educational programs and information about Alabama history.

<b>Annual Goals</b>	
1	Decrease the cost per user session at agency Web site to .045 by FY 2016.
2	Increase by 100% the number of local entities participating in the ADAH's Alabama Mosaic online initiative.
3	Maintain public access to the museum on six days per week.
4	Increase the number of permanent electronic agency records collections available through the ADAH web site each year by 10%.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Decrease cost per user session annually.	1	Dollar amount	0	n/a	0		0	n/a	0	na	.045	.37
2 - Put new members on the ADAH Alabama Mosaic server.	1	Percentage	0	n/a	0		0	n/a	0	na	100%	33
3 - Maintain Saturday hours of 8:30 a.m. to 4:30 p.m. on at least 50 weeks per year.	1	No. of Saturdays open to public	0	n/a	0		0	n/a	0	na	50	51
4 - Increase public access through the ADAH website to permanent electronic records data sets each year by 10%.	4	TB of data	0	n/a	0		0	n/a	0	na	40	100.5 gb

## Fiscal Year 2016 Quarterly Performance Report

### Notes

1	Initial estimates when we started this PI were off based on inflated numbers from an old metrics system. We are currently using Google analytics numbers which are proving to be more accurate and better reflect activity of site.
2	Inability of our pool of potential members to gain access to scanners and computers to create digital content.
4	Made available through CONTENTdm.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
<p>The budget passed in FY16 for FY17 brought additional resources that our agency is committing to programming associated with Alabama's upcoming bicentennial. Specifically, we are expanding our outreach program to K-12 educators in an effort to improve classroom instruction of Alabama history and U.S. history, subjects which do not receive adequate attention in the vast majority of Alabama classrooms because teachers lack both curricular resources and professional development opportunities. We are using the financial resources to create lesson plans and classroom activities, and to launch an ambitious professional development program that will provide training to 300 teachers during the summer of 2017. If resources are available, we will repeat this program in 2018 and 2019 at the rate of 300 teachers per summer, then evaluate the program and revise for ongoing delivery.</p> <p>The revised federal rules for FLSA exemption will create scheduling difficulties with a negative effect on the quality and quantity of our services to the public. Because mid-career professionals are now monitoring their time like hourly workers, a great deal more time will be spent counting fifteen-minute increments and adjusting work schedules to avoid incurring overtime or compensatory time accumulations.</p>	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
<p>During FY16 our agency designed a new organizational structure to be implemented in FY17 that will reflect changes in our functions and make more efficient use of resources. We continue to work through the challenges posed by a thorough generational shift and the departure of a great deal of institutional knowledge following numerous retirements.</p> <p>State agencies desperately need purchasing cards so that routine purchases can be made online. We have hoped for progress on this issue for many years. Many online vendors will not provide house accounts or extend credit to the state. State employees are left to make purchases using personal credit cards and to carry the burden of the state's obligation until a reimbursement is processed.</p>	

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	026 EXAMINERS OF PUBLIC ACCOUNTS
<b>Mission:</b>	The Department of Examiners of Public Accounts exists to serve the citizens of Alabama by providing high quality, professional and independent financial and compliance audits to enhance public accountability, improve reporting capability and strengthen operational controls of state and local governments.
<b>Vision:</b>	Annual financial and compliance audits for all agencies.
<b>Annual Goals</b>	
1	To audit \$77 Billion of state and local revenue and expenditures

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of audit years completed by staff	1	audit years	305	243	500	319	261	231	395	165	1461	958

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Reductions in funding have diminished our ability to conduct legislatively mandated audits/examinations. Staffing levels continue to decline and unfortunately we are not able (based on current funding levels) to hire replacements for employees lost due to retirements, separations, etc.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are exploring methods to improve overall audit efficiency, including making better use of technology in the audit process. We would of course like to see improvements in our overall funding. This improved funding would allow us to replace some of the employees we've lost over the years and to employ new technology in our audit process.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	027 ATTORNEY GENERAL
<b>Mission:</b>	To provide exemplary legal representation and counsel of the highest quality
<b>Vision:</b>	To be accessible and responsive to our clients

**Annual Goals**

1	To make all legal decisions based on the law, without any outside influence.
2	Assist consumers through education and mediation.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Indictments	1	total per quarter	10	24	10	40	10	37	10	11	40	114
2 - Number of Cases Worked/Presented	1	annual average	2,000	2,185	2,000	1,815	2,000	2,045	2,000	1,908	2,000	7,980
3 - Number of Victims Assisted	1	calls and emails	600	528	600	579	600	877	600	765	2,400	2,749
4 - Sustain Criminal Appeals Affirmation Rate	1	% of cases affirmed	95%	96.50%	95%	97.31%	95%	96.42%	95%	97.02%	95%	96.81%
5 - Number of Cases Pending	1	# of cases	1,200	1,199	1,200	813	1,200	834	1,200	714	4,800	3,560
6 - Number of Cases Opened	1	# of cases	250	499	250	450	250	548	250	532	1,000	2,047
7 - Number of Cases Closed	1	# of cases	100	353	100	408	100	530	100	564	400	1,865
8 - Official Opinions Issued	1	# of opinions	10	16	10	12	10	14	10	12	40	54
9 - Number of Investigations Opened	1	# of investigations	50	13	50	15	50	10	50	9	200	47
10 - Number of Investigations Closed	1	# of investigations	25	34	25	28	25	21	25	30	100	113
11 - Number of Active Investigations	1	# of investigations	200	115	200	86	200	84	200	86	800	371
12 - Recoveries-Federal Share	1	amount received	\$1,250,000	\$923,961	\$1,250,000	\$6,033,559	\$1,250,000	\$4,278,592	\$1,250,000	\$0.00	\$5,000,000	\$11,236,111
13 - Recoveries-State Share	1	amount received	\$625,000	\$352,192	\$625,000	\$2,653,325	\$625,000	\$1,749,003	\$625,000	\$0.00	\$3,500,000	\$4,754,520
14 - Address Consumer Complaints	2	# of complaints	1,000	753	1,000	646	1,000	653	1,000	796	4,000	2,848
15 - Savings to Consumers due to Office Mediation	2	amount saved	\$100,000	\$350,449	\$100,000	\$168,713	\$100,000	\$354,283	\$100,000	\$179,744	\$400,000	\$1,053,189
16 - Provide Consumer Education Opportunities	2	# of programs	10	14	10	5	10	9	10	7	40	35
17 - Nonregulated Utility Complaints Processed	2	# of complaints	10	1	10	4	10	3	10	6	40	14

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No impact. We were able to meet our goals.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continue to try to automate our processes as we move forward.

Fiscal Year 2016 Quarterly Performance Report												
<b>Agency:</b>	028 AUDITOR											
<b>Mission:</b>	The State Auditor's Office exists to provide accountability to the taxpayers of Alabama by performing property audits of State agencies, boards, and commissions, and by post-auditing receipts and disbursements between Treasury and Finance/Comptroller's Office.											
<b>Vision:</b>	Perform property audits every two years for agencies to ensure accountability of State owned personal property valued at \$500 and above as well as sensitive items regardless of cost. Perform monthly post-audit of receipts and outstanding warrants between Treasury and Finance/Comptroller's Office											
<b>Annual Goals</b>												
1	Perform agency property audits											
2	Complete monthly report of receipts and outstanding warrants between Treasury and Comptroller's Office and notate any discrepancies within the first five business days each month.											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Perform audit to account for agency property	1	Number of Audits	20	15	20		9	6	12	16	61	53
2 - Distribute monthly reconciliation to Treasury Comptroller's Office	2	Number of Reports	3	0	3		3	0	3	0	12	0
Notes												
1	Targets for annual agency audits was an estimate and overstated compared to actual number of property audits scheduled. Had to reschedule a couple of agencies.											
2	Since STAARS implementation, process has changed and reports being used previously are no longer available. Trying to get meeting scheduled to determine new method.											
2	Have not been able to schedule meeting with interested parties yet.											
2	Met with staff from Treasury and Comptroller's Office. Because everything is now in STAARS, our reconciliation can no longer be accomplished. Deputy Comptroller is looking into issue to try and determine another process to reconcile accounts. Have not heard back from her.											
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?												
Due to budget cuts, we were not able to replace one auditor who retired in December, and we lost another auditor in August to another agency due to budget cuts. We also lost our IT person who was also keying accounting entries due to budget cuts. We have not been able to replace any employees due to lack of funding. This is causing a hardship on the remaining staff in having to take on additional job duties.												
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.												
We have made budget cuts in every object code possible. We cut all over-night travel, reduced miles driven each day by our auditors, and gave up office and storage space to reduce expenses. We would like to be able to secure funding for 2018 to implement RFID technology. This would not only save time when performing property audits, it would increase security and safety for our auditors. However, implementation of this technology will be costly on the front end due to software design and upgrades, along with hardware upgrades, which will require additional funding. Our Code sections need to be revised to reflect current processes. Possibly secure funding from ETF or ability and authority to charge agencies for our software and services to share in our costs.												



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	030 BOARD OF ADJUSTMENT
<b>Mission:</b>	To hear and consider all claims for personal injury or property damage as provided by Section 41-9-60 and all claims filed for benefits due pursuant to Section 36-30-1, et seq.
<b>Vision:</b>	To have well-trained employees who can advise the public of rules, policies and procedures of the Board of Adjustment; to have sufficient technology to serve the public; to keep no more than a 6 month waiting period for Board of Adjustment hearings.

#### Annual Goals

1 To hear all denied claims promptly.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To maintain the backlog of claims to be heard to no more than six months	1	claims heard	150		150	220	150	124	150	131	600	474

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

None

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have worked with claimants to attempt a settlement of claims before they reach the point of a hearing.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	031 EMERGENCY MANAGEMENT AGENCY
<b>Mission:</b>	The mission of the Alabama Emergency Management Agency (AEMA) is to carry out the program for emergency management within the state, working with city/county governments to create and operate local emergency management organizations to plan and coordinate statewide disaster mitigation, preparedness, and response/recovery actions for both natural and manmade hazards.
<b>Vision:</b>	AEMA will ensure maximum protection of lives and property of Alabama citizens by building strong emergency management capability at the state and local levels.

**Annual Goals**

1	Provide opportunities each fiscal year for training and exercises such that all 67 counties participate in a minimum of three such events by the end of the fiscal year.
2	To manage disasters or emergency events open or recurring and report number of active eligible applicants for Public Assistance and for the Hazard Mitigation Program.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Conduct 6 exercises per year testing plans and responses for emergency scenarios including weather events, technical hazards, and homeland-security related events.	1	Number	3	3	2		1	1	0	0	6	5
2 - Provide 150 training opportunities including classroom, web-based, or recorded instruction for local EMAs and state agencies having emergency response roles.	1	Number	37	34	37		37	51	39	43	150	128
3 - Track participation in exercises and training to ensure all 67 counties participate.	1	67	67	43	67		67	67	67	53	67	67
4 - Number of disasters or emergency events open or recurring	2	13	13	4	13		13	11	13	13	13	13
5 - Number of active eligible applicants for Public Assistance and for the Hazard Mitigation Grant.	2	Number	880	828	847		867	938	855	898	862	876

**Fiscal Year 2016 Quarterly Performance Report**

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Budget recommendations of less than the requested amount has resulted in a dependence on federal grants that are appropriated on an annual basis. Future budget requests seek to fund agency operational costs from the state appropriation. Reduction in federal dollars have caused required services to be provided by existing staff.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency continues to distribute job duties of separated agency staff where possible. There has also been a reclassification of some employees to allow for expanded job duties.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	032 OIL & GAS BOARD
<b>Mission:</b>	To promote conservation and prevent waste of Alabama's oil and gas resources while ensuring the protection of the State's groundwater and environment.
<b>Vision:</b>	To guide the orderly development of Alabama's hydrocarbon resources to the benefit of Alabama and it's citizens while contributing to the energy independence.
<b>Annual Goals</b>	
1	To effectively provide technical (engineering and geological) and legal expertise and support to the Oil and Gas Board in order to promote conservation of state oil and gas resources and to provide for regulation and compliance of the oil and gas industry in Alabama.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (Efficiency) Maintain a cost per well serviced in range of \$500-650.	1	Cost per well	0	0	0		0	0	0	349	395	349
2 - (Efficiency) Maintain "wells serviced per staff member" within range of 125-175.	1	Number of wells per staff member.	0	0	0		0	0	0	278	221	278
3 - (Efficiency) Complete reviews of 80% of drilling permit applications within two weeks of receipt.	1	Percent of applications approved within two weeks.	80	100	80		80	100	80	100	80	100

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The 2015-2016 budget, which level funded OGB from the previous budget year, allowed to general maintain the status quo for the year. The agency is still rebounding from the budget cuts and appropriations of previous budget years and the recently passed FY 16-17 budget will make things more challenging.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continuously strive to be as efficient as we can be within available funding and resources. Identifying and hiring of staff with appropriate backgrounds and expertise for the highly technical work the agency does is always challenging. We will continue to work toward development of an appropriately sized staff to fulfill our responsibilities to the State of Alabama and its citizens.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	033 COURT OF CIVIL APPEALS
<b>Mission:</b>	To fulfill the Constitutional requirement of this Court, (Section 12-3-10, Code of Alabama 1975) Governor's Priorities 5.
<b>Vision:</b>	Be a court that: (a) is current in its case load, and (b) issues legally sound and reasoned decisions.
<b>Annual Goals</b>	
1	To meet or exceed Appellate Court Time Standards

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To dispose of 75% of cases within 290 days	1	number and percent	250	227 or 95%	250	275 or 94.8%	250	268 or 93.4%	250	294 or 96.4%	1000	1063 or 95.0%
2 - To dispose of 95% of cases within 365 days	1	number and percent	280	236 or 98.7%	280	284 or 97.9%	280	286 or 99.7%	280	302 or 99.0%	1120	1106 or 98.8%
3 - Total number of cases filed	1	number	260	292	275	256	290	275	275	200	1100	1023
4 - Total number of cases disposed	1	number	290	239	290	290	290	287	290	305	1160	1119

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Judicial Branch of government has been underfunded from year to year. This makes it very difficult to retain good people due to them finding better paying jobs.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have continued to cross train and our judges have continued to share staff. We have tried to be very good steward of our money.

**Fiscal Year 2016 Quarterly Performance Report**

Agency:	034 COURT OF CRIMINAL APPEALS												
Mission:	The prompt and correct disposition of all matters coming before the Court												
Vision:	Render all decisions impartially and in accordance with the rule of law; promote public confidence in the process and outcome												
Annual Goals													
1	Court Caseload Filings												
2	Court Caseload Dispositions												
3	Efficiency (To Dispose of 75% of cases within 290 days)												
4	Efficiency (To Dispose of 95% of cases within 365 days)												
Quarterly Objectives and Targets													
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual		
Performance Objectives		Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To docket 2000 cases		1	Number	500	397	500	351	500	455	500	338	2000	1541
2 - To dispose of 2000 cases		2	Number	500	368	500	472	500	434	500	432	2000	1706
3 - To dispose of 75% within 290 days		3	percentage	75	83.9%	75	91.1	75	85.4%	75	92.5%	75	88.3%
4 - To dispose of 95% within 365 days		4	percentage	95	91.7%	95	97.0	95	94.5%	95	97.1%	95	95.2%

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Since FY2010, our appropriation has decreased. In fact, the appropriation for the Court of Criminal Appeals for FY2016 was less than the appropriation received in FY2005. With continual increases in unfunded mandates such as employer's contributions to health insurance and retirement, the only way the Court of Criminal Appeals has been able to operate within the financial means made available to it is by not replacing personnel as they leave the employment of the Court. This has led in some situations to cases pending longer before the Court than in previous years as the Court lacks the manpower to handle the matters as timely as it once did.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Court continues to work to become more digitally and electronically based. All notices and orders are sent electronically to trial judges, circuit clerks, and attorneys that are electronic filers. Also, all attorneys are able to electronically file pleadings and briefs with the Court if they sign up for our e-filing system. The Court continues to move to a paperless model. However, our case management system is an older system and is in dire need of replacement. The purchase or building of a new case management system will require a substantial increase in funding for all of the appellate courts over several years.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	035 GEOLOGICAL SURVEY
<b>Mission:</b>	To explore for, collect samples of, examine, and report on Alabama's minerals, energy (fossil fuel), water, and biological resources in support of economic development, conservaion, management, and public policy for the betterment of Alabama Citizens, communities and businesses.
<b>Vision:</b>	To be an active science-based agency that provides timely relevant information and expertise concerning mineral, energy, and water availability and development, geologic and other natural hazards and environmental issues and concerns that contribute significantly to the future success of the State of Alabama.

<b>Annual Goals</b>	
1	To provide information within two working days regarding Alabama's energy, mineral, water and aquatic biological resources in response to visitor, e-mail, and telephone request and to maintain a 100% rate of answering information requests within two working days while the volume of requests increases.
2	To completely upgrade and enhance ground water monitoring network (30 wells) in FY 16 to provide critical information on Alabama's water resources in near real time.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (Efficiency) Increase the percentage for information processed within two working days while the volume of requests increases.	1	% of request processed within two working days	100	98.39	100		100	98.76	100	97.20	100	98.12
2 - (Efficiency) Additional wells online.	2	# of water wells	1	1	1		1	0	1	0	4	1

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The 2015-2016 budget for GSA allowed us to continue and strategically enhance critically important work in water assessment, as well as initiatives in fossil fuel energy resources, non-fuel minerals, geologic hazards, and other areas, although the agency is still rebounding from budget cuts and proration of the previous few budget years.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continuously strive to be as efficient as we can be within available funding and resources. Identifying and hiring of staff with appropriate backgrounds and expertise for the highly technical work the agency does is always challenging. We will continue to work toward development of an appropriately sized staff to fulfill our responsibilities to the State of Alabama and its citizens.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	037 CREDIT UNION ADMINISTRATION
<b>Mission:</b>	To examine, regulate and supervise state chartered credit unions in Alabama; enforce the specific state and federal statutes and regulations applicable to credit unions to provide the citizens of Alabama with access to safe, convenient, and competitive financial products and services that ultimately enhance economic development and commerce for the State. (Code of Alabama, 1975, 5-17-1 to 5-17-59)
<b>Vision:</b>	To play a fundamental regulatory and supervisory oversight role for the state chartered credit unions in Alabama so that eligible Alabama citizens have a choice to be both a member and an owner in a dynamic, self-sustaining, cooperative credit union system that offers financial services to all eligible consumers and to be recognized nationally amongst our peers as a model agency for creating a regulatory environment that fosters a safe and sound state credit union system.

**Annual Goals**

1	To reduce the number of problem code 3 and 4 credit unions and examine all credit unions annually.
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**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To meet statutory requirement to examine each credit union annually.	1	#	15	10	16	12	16	6	16	10	62	62

**Notes**

1	10 credit unions were examined with an effective date of 09-30-15 for the 1st quarter of the fiscal year.
1	12 credit unions were examined with an effective date of 12-31-2015 for the 2nd quarter of the fiscal year.
1	6 credit unions were examined with an effective date for the 3rd quarter of the fiscal year.
1	10 credit unions were examined with an effective date for the quarter. All credit unions are examined annually within the calendar year. This goal will be attained at 12-31-2016.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Amended statute to give state chartered credit unions as much parity as federal chartered credit unions.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	038 INSURANCE
<b>Mission:</b>	To serve the people of Alabama by regulating the insurance industry, providing consumer protection, promoting market stability, and enforcing fire safety standards and laws.
<b>Vision:</b>	To be the recognized benchmark for departments of insurance throughout the nation in meeting the challenges of regulating a dynamic, diverse, and global industry and ensuring our citizens' protection from fire, fraud, and unfair business practices.

**Annual Goals**

1	Protect the public from unfair and illegal practices involving insurance by regulating persons engaged in the sale of insurance by providing counseling and assistance to the public and by monitoring compliance with state laws and through competent regulation of rates and policies for insurance and pre-need markets.
2	To efficiently ensure that insurers and other regulated entities doing business in Alabama are financially sound and in compliance with applicable law.
3	Protect the public from loss of life and property due to fire or explosion.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Complete the licensing process in prompt fashion.	1	% of Licenses processed w/in 5 to 10 days	100	75%	100	75%	100	75%	100	75%	100	75%
2 - To respond in a timely fashion to consumer inquiries and complaints.	1	% of cases resolved w/in 60 days	90	95%	90	99%	90	97%	90	95%	90	96.5%
3 - Provide access to markets for the newest insurance products through timely rate/policy approval process.	1	% of rates/forms reviewed w/in 30 days	99	99.8%	99	99.8%	99	99%	99	99.8%	99	99.2%
4 - Timely complete examinations of insurance companies.	2	% of Exams completed w/in 18 months of "as of" date	100	100%	100	100%	100	100%	100	100%	100	100%
5 - Timely and accurate collection of insurance premium tax.	2	% of Audits/refunds completed by March 1	0	n/a	0	n/a	0	n/a	0	n/a	100	100%
6 - Respond to citizen complaints or requests in a timely fashion.	3	% of cases responded to w/in 24 hrs	100	100%	100	100%	100	100%	100	100%	100	100%
7 - Rapidly respond to requests for arson investigations.	3	% responded to w/in 2 hrs	100	100%	100	100%	100	100%	100	100%	100	100%

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Both the Governor's office and the Legislature continued to recognize this agency's needs in the fiscal year 2015-16 by approving the budget requests for this agency.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Insurance Department continued to make administrative and technological improvements in the 2015-16 fiscal year. Most license-types issued can use an on-line renewal process and print their license from their home computer and almost all notifications to licensees are sent via electronic mail.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	040 LEGISLATIVE FISCAL OFFICE
<b>Mission:</b>	To serve the Alabama Legislature by providing timely, accurate and impartial fiscal information and analysis and related information.
<b>Vision:</b>	A Legislative Fiscal Office with an established reputation for excellence, integrity and service.
<b>Annual Goals</b>	
1	To provide the Alabama Legislature with timely, accurate and impartial fiscal data and related information.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Bills for which fiscal notes are required	1	# of fiscal notes	0	0	300	503	300	99	0	39	600	641
2 - Committee and Special Reports required to be prepared	1	# of Committee and Special Reports	3	5	2	5	3	0	3	4	11	14
3 - Special projects requested by legislators	1	# of special reports	40	40	45	52	40	22	50	49	175	163
4 - Budgets to be analyzed	1	# of budgets	185	177	0	18	0	0	0	0	185	195

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Legislative Fiscal Office has been able to meet its desired accomplishments and services for FY 2016.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Legislative Fiscal Office continues to improve its efficiency in providing information to members of the Legislature. The Office also continues to review its various publications to ensure those documents are designed to meet the needs of the Legislature and others.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	043 PARDONS AND PAROLES
<b>Mission:</b>	It is the mission of this agency to promote and enhance public safety through cooperation and collaboration with the Legislature, the Courts, the Department of Corrections, and other criminal justice agencies, victims, and the community by providing investigation, supervision, and surveillance services in a holistic approach to rehabilitating adult offenders.
<b>Vision:</b>	We will protect the public by providing effective supervision and rehabilitation to adult offenders.

**Annual Goals**

1	Reduce recidivism rate to 15.54% by 2020.
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**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Reduce offender to officer ratio to reach the APPA standard of 60:1.	1	# of offenders divided y # of caseload supervising officers	200		150	249	100	212	100	211	100	211
2 - increase success rate of LIFE Tech graduates.	1	100% less LIFE Tech recidivism rate	88		88	89	89	89	90	87.74	90	87.74
3 - Increase number of Otraining hours received per officer, per quarter, to ensure effectiveness of evidence based practices.	1	Number of hours per officer	3		6	1.48	6	11.73	6	5.55	6	27.78

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Implementation of ACT 2015-185 has allowed:  
ABPP to hire additional officers and specialists in order to reduce caseloads  
Implementation of programming to offer offenders for successful reentry and alternatives to prison  
Extensive training for officers in evidence-based practices

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

During 2016 the following were achieved:  
New officer manual implemented  
Implementation of matrix for use in supervision  
All officers training in Motivational Interviewing techniques  
Officers trained in Moral Reconation Therapy and classes were offered for those on supervision

During FY17 we plan to achieve the following:  
All officers will be trained in Case Planning and case plans will be created for all people on supervision  
All officers will be trained in Core Correctional Practices (CCP) and Cognitive Behavior Interventions for Substance Abuse Treatment (CBI-SA)  
Select officers will be trained in use of Static-99, a risk assessment tool for sex offenders  
Officers caseloads will be reduced to 100 offender per officer

# **Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	044 PERSONNEL
<b>Mission:</b>	To assure equitable competition for State jobs, retain capable employees, and improve State Personnel administration.
<b>Vision:</b>	To provide leadership and services in personnel administration so that State agencies' needs are met and there is no personnel administration related litigation.
<b>Annual Goals</b>	
1	Board Meetings
2	Examinations
3	Maintenance of Classification and Pay Plan
4	Certification Division
5	Personnel/Payroll Audit
6	Hearings
7	Training

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Board Meetings	1	number	3	3	3	3	3	3	3	3	12	12
2 - Applications for examinations received	2	number	16000	12284	16000	15724	16000	14753	16000	15379	64000	58140
3 - Applicants tested	2	number	1000	642	1000	640	1000	578	1000	489	4000	2349
4 - Eligible registers established/updated	2	number	525	567	525	554	525	597	525	568	2100	2286
5 - Eligibles placed on registers	2	number	3500	2678	3500	3038	3500	2701	3500	2835	14000	11252
6 - New classifications established	3	number	2	4	2	3	2	0	2	5	8	12
7 - Classifications abolished	3	number	2	0	2	11	2	0	2	3	8	14
8 - Revision of class specifications	3	number	3	1	3	2	3	1	3	4	12	8
9 - Salary range changes	3	number	2	10	2	3	2	13	2	15	8	41
10 - Eligibles certified from registers	4	number	25000	27910	25000	32802	25000	28338	25000	23873	100000	112923
11 - Appointments processed	4	number	1200	1295	1200	1461	1200	1407	1200	1318	4800	5481
12 - Personnel transactions audited	5	number	5000	4968	5000	4785	5000	5098	5000	5942	20000	20793
13 - Dismissal appeals received	6	number	19	3	15	16	13	11	14	9	61	39
14 - Hearings held	6	number	12	30	15	28	16	33	15	16	58	107
15 - Training session held	7	number	20	14	20	15	20	17	20	21	80	67
16 - Employees trained	7	number	1200	1050	1200	767	1200	811	1200	1185	4800	3813



Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Worked in conjunction with the Governor's Office and other state agencies to develop an implementation strategy for the STAARS HR system as well as improving the automated time and attendance system.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

No longer under any requirements of the Frazer Consent Decree. Implementation of online training for various courses that are offered by SPD. Implementation of an application database for direct appointment positions.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	045 PUBLIC LIBRARY SERVICES
<b>Mission:</b>	In order to aid in the development of higher ideals of citizenship and the enlargement of opportunity for culture and recreation and in order to afford an additional means for the further upbuilding of the educational facilities of the state, there shall be a Public Library Service, which shall be known as the Alabama Public Library Service and shall have as its chief objective the development of a cooperative system of providing books and library services for the various municipalities and counties of the state.
<b>Vision:</b>	To provide library services to all Alabama residents either directly or through their local public libraries.

**Annual Goals**

1	To serve the public libraries throughout the state of Alabama with professional support related to library operations and information systems.
2	To serve the patrons who are blind or physically handicapped throughout the state of Alabama.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Track the number of consultations made by professional staff to the various libraries located throughout the state of Alabama.	1	Contacts w/Libraries	75		75	311	75	556	75	887	300	1754
2 - Increase in circulation of digital reading materials used by patrons who are blind or physically handicapped.	1	Percentage Increase	65		70	95	74	96	78	Information not available	78	96

**Notes**

1	Annual total does not include first quarter actual totals.
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Not applicable.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Not applicable.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	046 SECRETARY OF STATE
<b>Mission:</b>	The mission of the Office of Secretary of State is to perform the public duties set forth in the Alabama Constitution and Alabama General Laws to include, but not be limited to, the coordination of election activities and the processing and maintenance of the various filings of official documents and records.
<b>Vision:</b>	The vision of the Secretary of State is to perform the duties of the Office in compliance with laws and regulations while serving the public with courtesy and efficiency.

**Annual Goals**

1	To comply with federal and state legal requirements governing the elections process; to provide information to officials, candidates and citizens regarding the electoral process; to process campaign finance reports; certify ballots and election results; to maintain an updated statewide voter registration list; and effect and maintain fiscal discipline regarding the budget.
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**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To operate within the legislative appropriation for the Distribution of Public Documents Fund.	1	\$	41,494	1167	41,494	1910	41,494	124859	41,494	28,183	165,976	156,119
2 - To operate within the legislative appropriation for the State Entity (Corporations) Fund.	1	\$	832,107	526067	832,107	592026	832,107	1133017	832,107	693,243	3,328,428	2,944,353

**Notes**

1 Includes correction for 1st quarter estimate

2 Includes correction for 1st quarter estimate

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The FY2016 State Budget zeroed out a General Fund appropriation for Secretary of State Administrative Operations requiring expenses to be reduced across all funds and, most importantly, for the Office to run general agency operations through incoming revenue and fund balance, per applicable funds respectively. The Secretary of State's Office was successful in meeting all its operational responsibilities without the aforesaid General Fund appropriation. Furthermore, the Office has implemented aggressive and new operational, financial and organizational methodologies to cure certain reoccurring problems which has produced better efficiencies in the services provided to the People of Alabama at the same time expenses have been realigned and reduced.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have reversed the time the Office administers Business filings from 5-7.5 months to Same Day or no later than Next Business Day. The Office continues to monitor and reduce expenses, require immediate validation and deposit of all incoming receipts on a 1-day basis, require Annual Ethics Training for all staff, Team Building and Informational Sharing is required, Online Voter Registration and the same by a Phone App has been implemented, Alabama Photo Voter Educational and Administrative Outreach efforts are continuing, Office Operations are more transparent via the Office website, the website has been updated and changed, among other things accomplished by the Office in FY2016.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	047 SUPREME COURT
<b>Mission:</b>	The Supreme Court exercises the judicial power of the state by rendering all decisions timely and impartially while conducting all actions in accordance with the Canons of Judicial Ethics.
<b>Vision:</b>	Render all decisions timely, impartially, correctly and with high standards of conduct in a manner to promote public confidence.
<b>Annual Goals</b>	
1	Maintain 90% of the cases decided within 365 days

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Have 90% of the cases filed decided within 365 days	1	Disposed Cases	360	323	360	367	360	378	360	341	1440	1409

## Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Though the Court had less appropriation, the goals of the Court were still met.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None that I know of

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	048 FORENSIC SCIENCES
<b>Mission:</b>	The application of science and medicine to the purposes of justice.
<b>Vision:</b>	To provide timely, competent and unbiased analysis of evidence generated during criminal investigations to the criminal and civil justice system and to the citizens of the State of Alabama.

<b>Annual Goals</b>	
1	To attain accreditation from the National Association of Medical Examiner's (N.A.M.E.) in our Mobile morgue facilities before FY 2017.
2	To maintain or reduce Toxicology turn-around time to 75 days or lower. 90% of Toxicology examinations completed within 60 days is a standard set by N.A.M.E. standards.
3	To begin to replace 300 breath alcohol testing units with newer and more technologically advanced breath testing equipment by FY 2016.
4	Prevent a 10% increase in case backlogs by providing analysis of 4,500 Drug Chemistry activities per quarter.
5	Report all Firearms cases within 90 days from submission date of final item submitted.
6	Prevent 20% increase in DNA backlogs and expand arrestee program.
7	Provide new research and development procedures to improve forensic analysis and methodologies.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Report 90% of all death cases within 90 days by FY 2017.	1	% completed in 90 days	25	67	35	65	40	67	45	68	35	67
2 - Accreditation of Mobile Morgue facilities.	1	% of completion	0	45	15	45	25	45	45	50	45	50
3 - Prevent cost per case increases in Death Investigation.	1	cost/case	2,300	1680	2,300	1,709	2,300	1,584	2,300	1469	2,300	1,611
4 - Decrease turn-around time in Toxicology case backlog.	2	average # of days	75	75	60	68	60	64	45	65	60	68
5 - Decrease dependency on "private vendor" laboratories.	2	dollars spent	5,550	0	5,550	6,464	5,550	30,966	5,550	10507	22,200	47,937
6 - Prevent increases in Toxicology testing costs.	2	cost/case	525	396	525	385	525	430	525	358	525	392
7 - Ensure adequate numbers of Law Enforcement Officers are certified to operate breath alcohol testing equipment.	3	# of officers certified/recertified	1,150	951	1,150	1,683	1,150	1,648	1,150	1583	4,600	5,865
8 - Ensure that malfunctions with breath testing equipment throughout the State are corrected within 24 hours or less.	3	% of malfunctions corrected	100	100	100	100	100	100	100	100	100	100
9 - Prevent cost increase per activity in breath testing.	3	cost/activity	345	285	345	162	345	185	345	136	345	192

Fiscal Year 2016 Quarterly Performance Report												
10 - Begin replacing breath testing equipment by FY 2016.	3	# of instruments replaced	0	0	0	0	0	0	0	0	0	0
11 - Prevent average Drug Chemistry case turn-around time from increasing.	4	average # of days	250	408	250	360	250	413	200	308	238	372
12 - Prevent cost per case increases in Drug Chemistry.	4	cost/case	200	75	200	80	200	134	200	99	200	97
13 - Provide 4,500 Drug Chemistry cases analysis per quarter.	4	cases reported	4,500	6667	4,500	7,250	4,500	7,551	4,500	8479	18,000	29,947
14 - Decrease the turn-around time on all Firearms cases to 90 days, based upon the final evidence submission date.	5	average # of days	90	162	90	218	90	263	90	277	90	230
15 - Prevent cost per case increases in Firearms.	5	cost/case	1,000	1387	1,000	748	1,000	1,269	1,000	795	1,000	1,050
16 - Prevent 20% increase in DNA cases backlogs.	6	# of case backlog	1,000	942	1,000	1,119	1,000	1,101	1,000	1237	1,000	1,237
17 - Sufficient trained staff in place to implement post conviction/arrestee programs.	6	FTEs	35	31	35	31	35	31	35	31	35	31
18 - Prevent DNA case turn-around time from increasing to over 250 days.	6	average # of days	175	141	175	128	175	165	175	156	175	147
19 - Prevent cost per case increases in DNA.	6	cost/case	1,650	861	1,650	907	1,650	927	1,650	464	1,650	790
20 - Research, develop and implement a new analytical method every two months.	7	# of new methods developed	1	0	1	0	1	0	1	0	4	0

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Due to level funding in the General Fund budget and the reinstatement of merit raises for FY 16, ADFS was able to hire and retain experienced Forensic Scientists. By providing continuing education through increased knowledge and skills, ADFS continues to maintain its ISO 17025 accreditation in all laboratories. It allowed ADFS to correctly address pending court cases, enhance its departmental operations and provide law enforcement agencies with improved forensic analysis and investigation services.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In FY 16 STARS, the state's new accounting system, was implemented to improve the efficiency and transparency of ADFS's financial and business processes. By moving towards a paperless environment, ADFS will save time and money on postage and storage space.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	049 TREASURER
<b>Mission:</b>	To serve Alabama as the State's principal Bank and Trust agency.
<b>Vision:</b>	To lead State Government in delivering innovative banking, investment, and custodial services that contribute to a sound fiscal future for Alabama
<b>Annual Goals</b>	
1	To invest Treasury monies with the objectives, in priority order, of safety, liquidity and yield.
2	To assist citizens in attending eligible institutions of higher education by providing and administering a college savings program.
3	To receive, manage and reunite abandoned property with legal owners.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - SAFE collateral transaction processed	1	# of transactions	1250	192	1250	1278	1250	1221	1250	1138	5000	3829
2 - Bank demand account transactions processed/reconciled	1	# of transactions	500000	233926	500000	403309	500000	515531	500000	282051	2000000	1434817
3 - Maintain college savings accounts	2	# of Alabama accounts	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	90000	42753
4 - # of Unclaimed Property transactions	3	# of transactions	100000	454377	100000	270486	100000	64689	100000	83446	400000	872998



## Fiscal Year 2016 Quarterly Performance Report

### Notes

- 1 SAFE's computer program is currently being rewritten into a new application/platform. The method formerly used to capture the number of transactions is a part of the conversion. Therefore, the number reported for the quarter is the result of the calculation but is greatly underreporting the transactions performed when compared to prior reporting periods. This applies to the 1st quarter ONLY.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Passage of Act 2016-469 during the 2016 Special Session allows issuance of bonds to (i) to reimburse the General Fund Rainy Day Account for certain amounts previously withdrawn therefrom, (ii) to reimburse the Alabama Trust Fund for certain amounts previously withdrawn therefrom, and (iii) other purposes. Repayment to the Alabama Trust Fund will allow investment of these monies resulting in increased payments to the General Fund.

Implementation of STAARS provides efficient workflow for cash receipt reporting and initiating warrant stop payments, and provides enhanced research capabilities.

Permitting each agency to effectively manage its appropriated funds, without statewide freezes on raises and similar action, has allowed Treasury to finance staff raises and to meet its operational goals.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Began the implementation of an updated and technologically advanced unclaimed property database system that will aid in returning monies to Alabama citizens, and Alabama companies in reporting abandoned assets.

Began the implementation of a revised SAFE database system that will enhance reporting by Alabama banks, be more efficient in maintaining sufficient collateral to protect Alabama public entities, and more readily accessible securely.

Cost savings measures, proper management of the PACT program, and actuarial soundness of the fund allowed the PACT Board to approve a 6% increase in PACT benefits paid beginning Fall 2016.

Passage of SB226 during the 2015 legislative session allows the creation of the Achieving a Better Life Experience Program to assist Alabamians to save private funds to support individuals with disabilities to maintain health, independence, and quality of life. We are currently in negotiations to offer an ABLE Program to Alabama citizens first quarter of FY17.

The CollegeCounts 529 Fund was again recognized by Morningstar as a top tier plan based on proper management oversight, selection of investment options, and reasonable cost.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	050 VETERANS AFFAIRS
<b>Mission:</b>	To promote awareness, assist eligible veterans, their families, and survivors to receive from federal and state governments any and all benefits to which they may be entitled under existing laws or those be enacted.
<b>Vision:</b>	To ensure that all veterans and their families understand and receive all benefits, support, care and recognition they have earned and are entitled to, by carefully administering all current programs, anticipating future needs and taking appropriate action to meet these needs.

<b>Annual Goals</b>	
1	To increase the number of claims submitted resulting in an increase of monetary awards for veterans and their dependents.
2	To provide financial assistance for qualified dependents attending approved institutions of higher education.
3	To provide long-term quality nursing home care at an affordable price to qualified veterans.
4	To provide a dignified resting place for veterans and their eligible dependents.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The number of benefit claims filed by veterans and their dependents	1	Each	7500	6056	6500	8002	7000	7294	7000	7025	28000	28377
2 - The number of claims awarded to veterans and their dependents	1	Each	2000	1262	1800	1795	1700	2088	2000	1888	7500	7033
3 - The number of claims returned with errors	1	Each	15	5	10	6	6	4	10	11	41	26
4 - The number of applications approved to receive education benefits	2	Each	365	355	460	474	983	951	680	780	2488	2560
5 - The number of supplemental certificates processed	2	Each	220	229	223	242	437	500	470	606	1350	1577
6 - The number of original applications submitted with missing documentation or any other error	2	Each	29	41	37	76	79	81	54	68	199	266
7 - The number of applications received for residency	3	Each	230	260	230	313	230	260	230	302	920	1135
8 - Maintain 95% occupancy rate or higher at the state veterans homes.	3	Average Census	668	697	668	692	668	698	668	697	668	2784
9 - Maintain 85% or higher rating on quality care measures for residents in the homes.	3	My Innterview Quality Profile	85	91	85	91	85	91	85	92	85	365
10 - The number of pre-registration burial applications approved	4	Each	90	102	100	102	80	92	95	90	365	386
11 - The number of interments	4	Each	75	67	65	62	75	74	70	75	285	278

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The reduction of the ADVA budget that closed 17 county offices throughout the state continues to hamper the ADVA's ability to provide services to Alabama Veterans and their families. The ADVA requires an additional 25 employees to provide the necessary counseling and assistance.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

While the ADVA has increased the number of actual employees assigned, we will continue to hire necessary employees as funds become available with the goal of re-opening the previously closed offices.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	055 GOV OFF/FAITH BASED/COMM INIT
<b>Mission:</b>	To expand the capacity and partnerships of those who serve and transform Alabama's communities.
<b>Vision:</b>	Serve Alabama, The Governor's Office of Faith Based and Volunteer Service works to increase an ethic of service and volunteerism in the State of Alabama, strengthen the capacity of Alabama's faith and community-based organizations, and promote collaboration among individuals and organizations striving to meet some of the greatest needs in our state.
<b>Annual Goals</b>	
1	Strengthen AmeriCorps and National Service in Alabama
2	Promote disaster preparedness in Alabama
3	Promote volunteerism and service
4	Equip communities to manage volunteers and donations after disasters

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Provide comprehensive grants management (fiscal and programmatic compliance, technical assistance and training) for existing AmeriCorps programs.	1	monitoring visits, training and TA	5	5	5	5	5	7	5	1	20	18
2 - Conduct outreach throughout the year to identify strong applicants to increase the opportunities for service in Alabama	1	outreach sessions, webinars, agency visits	4	1	2	0	2	0	2	2	10	3
3 - Continue Ready Alabama campaign initiative	2	Be Ready Camp and Ready AL Day	0	0	1		1	0	0	2	2	2
8 - Continue Ready Alabama campaign	2	Maintain Ready Alabama web site and social media sites to educate/inform public	1000	26012	1500	16250	1500	21660	2000	74324	6000	138246
4 - Increase statewide knowledge of the impact and scope of volunteerism and service	3	Social media campaign (Tumblr, FB, Instagram, and Twitter)	2000	61,071	2500	16250	3000	149508	3500	40921	11000	267750
5 - Increase statewide knowledge of the impact and scope of volunteerism and service and the work of the Commission and programs	3	12 e-newsletters	3	0	3	0	3	0	3	0	12	0
6 - Build resiliency in communities (local officials and voluntary agencies) to better respond to disasters (per role in state EOP)	4	conduct g288 Volunteer and Donations Mgmt training	1	0	0	0	1	0	1	0	3	0
7 - Serve as Voluntary Agency Liaison to support NGOs involved in preparedness, response and recovery work	4	Coordinate with ALVOAD a minimum of quarterly	1	3	1	1	1	1	1	1	4	4

# Fiscal Year 2016 Quarterly Performance Report

## Notes

2	this activity occurs more in Q1 and Q4 - during Q2 the outreach is completed and the applications are due
2	In Q3 we held the South Region National Service Training Conference - with 480 participants from 13 states and all streams of national service
2	this should be higher - I excluded the agency technical assistance visits
3	For FY2016 Serve Alabama is participating in the America's Prepare-a-Thon instead of Ready Alabama day - this will occur 9-30-2016
3	No longer host a state level Be Ready Day but Serve AL did participate in several county Ready Days in September
4	Social media and web analytics include tweets, impressions, views, and mentions, and new followers for all accounts and Tumblr page.
4	this does not include impressions for Serve Alabama and Ready Alabama which were 94,486
5	Serve Alabama has discontinued the monthly electronic newsletter to focus more on information dissemination through social media accounts and web page. Analytics showed a poor response to the newsletter
6	The lead Disaster Preparedness and Response staff person who conducts this training resigned in Q1. A new staff person is in place in Q2 and will work to get the trainings scheduled.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Serve Alabama has been able to meet the desired accomplishments and services. Training has been delayed this fall and rescheduled for winter/spring due a staffing vacancy.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Serve Alabama is working hard to streamline processes through shared drives with electronic files (in lieu of maintaining paper), revising all of the AmeriCorps State monitoring to better reflect the capabilities we have in 2016 for electronic record keeping, and we have begun to utilize a much more advanced grants management system that will aid in monitoring performance measures and impact of sub-grantee programs moving forward.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	056 DISTRICT ATTORNEYS
<b>Mission:</b>	To provide services to the people of Alabama according to section 12-17-184
<b>Vision:</b>	District Attorneys are the representative not of an ordinary party to a controversy, but of a sovereignty whose obligation to govern impartially is as compelling as their obligation to govern at all; and whose interest, therefore, in a criminal prosecution is not that they shall win a case, but that justice shall be done.
<b>Annual Goals</b>	
1	Annual assessment and review of number of criminal cases maintained.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Criminal Cases Filed	1	number filed	149605		190407	192921	183606	186031	156406	158471	680024	689004

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
DA's continue to handle a majority of all cases in the Alabama court system. DA funding is not sufficient to keep up. With the large amount of growth, this is grossly disproportionate to national standards for caseloads of prosecutors.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
The amount of criminal cases each Assistant District Attorney handles is staggering. To address this inadequacy we recommend an increase in District Attorney budgets to assist in decreasing the backlog of criminal cases in the court system.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	059 ENVIRONMENTAL MANAGEMENT
<b>Mission:</b>	Assure for all citizens of the State a safe, healthful and productive environment.
<b>Vision:</b>	To achieve the most meaningful results for a safe, healthful and productive environment.
<b>Annual Goals</b>	
1	Establish compliance parameters to meet EPA & State regulations through the issuance of permits.
2	Determine compliance of Regulated facilities through observation and inspection of facilities.
3	Force compliance of non-compliant facilities through the issuance of enforcement orders.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Establish compliance parameters	1	Permits Issued	1250	1227	1250	1220	1250	1960	1250	1627	5000	6034
2 - Determine compliance of facilities	2	Inspections Performed	8000	7059	8000	7694	8000	7725	8000	8177	32000	30655
3 - Force compliance of facilities	3	Enforcement Orders Issued	25	23	25	18	25	31	25	37	100	109

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Continuing merit raises was helpful after five years of being frozen. However, lack of a COLA, increases in Health Insurance and Employee Retirement contribution combined with the loss of benefits continues to affect the Department's ability to retain employees. Zeroing out the Department's general fund appropriation (with the exception of the CAFO appropriation) and the requirement to transfer over \$1.2M from other Department funds to the general fund has caused the Department to implement a 20% permit fee increase.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued development of e-government applications/services enabled us to increase efficiencies and provide accurate data to EPA in a timely manner.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	060 SENIOR SERVICES
<b>Mission:</b>	The mission of the Alabama Department of Senior Services is to promote the independence and dignity of those we serve through a comprehensive and coordinated system of quality services.
<b>Vision:</b>	Our vision is to help society and state government prepare for the changing aging demographics through effective leadership, advocacy, and stewardship.

<b>Annual Goals</b>	
1	Increase the number of meals served to 4.5 million targeting low-income, socially-isolated seniors by Fiscal Year 2017
2	Maintain the number of Elderly and Disabled Waiver clients at 9,105 in Fiscal Year 2016
3	Increase the annual prescription cost savings from SenioRx to \$23 million by Fiscal Year 2017

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain the number of meals served at 4.3 million or above	1	Number of meals served (millions)	1.075	1.048	1.075	1.124	1.075	1.145	1.075	1.15	4.3	4.467
2 - Maintain the number of homebound meals served at 2.2 million or above	1	Number of homebound meals served (millions)	.550	.580	.550	.612	.550	.634	.550	.635	2.2	2.461
3 - Fill 9,105 slots for E&D Waiver services	2	Number of slots filled	7000	7086	7500	7452	8000	7982	9105	8411	9105	8411
4 - Increase the number of SenioRx prescriptions processed to 47,000 or above	3	Number of SenioRx prescriptions processed	11750	9,769	11750	10520	11750	9253	11750	8719	47000	38261
5 - Maintain the total prescription cost savings at \$21.5 million or above	3	Prescription cost savings (\$ millions)	5.375	6.996	5.375	6829	5.375	6.239	5.375	6.316	21.500	26.38

**Fiscal Year 2016 Quarterly Performance Report**

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Legislation approved in 2013 regular session created the Buskey Senior Meals program which has subsequently generated over \$400,000 annually in funding for use in purchasing meals for seniors.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ADSS continues to keep administrative cost at a low levels and provide the majority of funding for services to seniors and disabled. Priority is also on maximizing Federal funding.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	061 MENTAL HEALTH
<b>Mission:</b>	Leading Alabama's efforts to enhance the health and well-being of individuals, families and communities impacted by mental illnesses, developmental disabilities, substance abuse and addiction.
<b>Vision:</b>	The AL Dept of Mental Health envisions a future when everyone with a mental health need at any stage of life has access to effective care and supports essential for living, working, learning and participating fully in the community with dignity, respect and hope.

**Annual Goals**

1 To improve the efficiency and effectiveness of the Alabama Department of Mental Health.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To serve 70,000 consumers per quarter	1	Total number of consumers served	70,000	42,441	70,000	41,458	70,000	71,416	70,000	76,235	70,000	57,888

## Fiscal Year 2016 Quarterly Performance Report

### Notes

1	During the first quarter, Mental Illness Community Providers were implementing requirements associated with reporting ICD10 diagnoses. System upgrades were underway; however, only half of all Mental Illness Community Providers were able to report data. It is anticipated that the number of community providers reporting data will increase over time as system upgrades are completed.
1	During the second quarter, several community providers were unable to report data due to their ongoing transition to new software programs. When transition is complete, it is believed that actual numbers served will return to pre-existing reporting levels.
1	Reporting problems continued throughout the year, as providers transitioned to new systems. However, by the end of the fiscal year, the total number of persons served increased. This trend is anticipated to continue into FY 17.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

With the closure of North Alabama Regional Hospital in July of 2015, we continue to build a robust system of community care that has resulted in a dramatic reduction in the need to rely on care in costly state institutions. The transformation continues as we refine our commitment process and redesign the funding and contracting process. The partnership with Medicaid Managed Care Reform continues with stronger direct collaboration with Medicaid and Regional Care Organizations. However, level funding means decreased funding for the people we serve. The impact can be seen in the increase in the number individuals with mental illness currently housed in our judicial system. The continued lack of funding for services resulted in the filing of a law suit due to lack of services for individuals waiting in jail for services at Taylor Hardin Secure Medical Facility.

Considerable additional funding is needed to adequately serve people with intellectual disabilities (ID) (currently approximately 3200) waiting for services. We continue to implement new service delivery models, including more community integration, employment and in-home supports and services for persons with development disabilities - programs which, over time, will increase the quality of life for those we serve and will enable us to reduce existing waiting lists. Continued, minimal, piecemeal funding and delays to needed state regulatory changes will assure failure in existing, entitled services to people with ID, much less start to address the unserved people with other developmental disabilities.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The service providing vendors and contractors of state agencies like ours are having to shift from a caretaking style of services to a supported, independence fostering, community-living style of services. This costs money, training and regulatory/policy changes to implement. We as operating agencies are struggling with insufficient staff and funding to prepare our stakeholders across the board for these changes. So we have utilized favorable federal matching rates for Medicaid funding to add some health/human service data tools and a few specialized staff members in areas like housing, coupled with free and low cost technical assistance from federal agencies or national associations to maximize staff and contractor efficiencies in making the required transformation.

Moving forward the focus will be initiating a comprehensive system of training for law enforcement and first responders to recognize mental health and substance abuse issues through a nationally recognized best practice know as Crisis Intervention Training. This along with the development of a jail diversion program will have a positive impact on communities and the people we serve. In addition, there is the possibility of an 1115 waiver for improving substance abuse services to include addressing the opioid problem in Alabama.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	062 MEDICAID AGENCY
<b>Mission:</b>	To serve eligible, low income Alabamians by efficiently and effectively financing health care services to ensure patient-centered, quality-focused care.
<b>Vision:</b>	To be a leader through innovation and creativity, focusing on quality and transforming Alabama's health care system.
<b>Annual Goals</b>	
1	Process Elderly and Disabled applications to meet the Federal Standard of Promptness requirement of 45 days and maintain the number of Family Certification web applications at the FY 2015 level.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process all Elderly and Disabled applications within 45 days.	1	Average number of days	45	26	45	26	45	48	45	42	45	36
2 - Maintain the number of Family Certification web applications at the FY 2015 level.	1	Number of web applications	20,500	21,244	20,500	24,005	16,300	29,505	19,337	17,006	76,637	91,760

## Fiscal Year 2016 Quarterly Performance Report

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

One of the greatest challenges of the 2016 Fiscal Year was the uncertainty surrounding Medicaid's budget. Governor Robert Bentley made the difficult decision to recommend a General Fund budget of \$785 million, the Legislature only funded the Agency at \$700 million during the 2016 regular session, overriding the Governor's veto of the budget.

Because of this shortfall, it was necessary to put the Agency's planned Regional Care Organization (RCO) implementation on hold and to begin making cuts. The enhanced payment for primary care physicians was ended on August 1 and the Agency placed contractors and staff on hold pending the outcome of a special legislative session in August and September.

A series of detailed budget presentations were made to the joint legislative budget committees during April-June 2016, touching on administration, eligibility, finance and other key factors that impact the Agency's budget and operations. These detailed presentations provided key information for legislators.

Additional funding for fiscal years 2017 and 2018 was appropriated during a special session that ended September 7, 2016. With the additional funding the Agency reinstated the physicians bump and restarted the RCO program with a 7/1/17 targeted implementation date.

The commitment by the Governor's office to identify funding to continue Medicaid transformation efforts and implement RCOs continues to be central to the Agency's success in making significant reforms.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued implementation of Health Home Program – More than 250,000 Medicaid recipients with chronic health conditions continued to receive enhanced care coordination, resulting in improved patient health outcomes. This program for recipients with asthma, diabetes, cancer, COPD, HIV, mental health conditions, transplants, sickle cell disease, heart disease and other chronic health issues began late FY 2015, but has emerged as a key quality improvement strategy.

Focus on Quality Outcomes and Improved Analytics capabilities: In concert with the planned reform activities, the Agency has continued to build its ability to monitor various measures of quality and fiscal accountability through improved analytics capabilities.

Consumer/Recipient/Provider Engagement – During FY 2016, the Agency conducted 15 provider forums on the planned Regional Care Organizations, while nearly 30 separate sessions were held to explore ideas for reforming Medicaid's long-term care system. Public hearings and other opportunities to provide public comment on Medicaid's Home and Community Based Waivers, the Plan First Family Planning program along with Regional Care Organizations. A significant outreach effort is planned to coincide with the launch of the RCO program.

Third Party Recoveries – Medicaid's Third Party Division continued to work subrogation cases while following up and collecting on monies due to the Agency from commercial carriers and other sources. Additional resources have been dedicated to expanding the base of information with which more aggressive collection effort can be pursued for collection of outstanding liens. Proposed Legislation in support of these efforts are expected to have the potential to enhance these efforts.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	063 MANUFACTURED HOUSING COMM
<b>Mission:</b>	To protect the physical safety and financial interest of consumers of the manufactured home and building industry.
<b>Vision:</b>	To be the most effective and efficient state agency in promoting safe and economical manufactured homes and buildings in the nation.
<b>Annual Goals</b>	
1	To expedite the resolution of consumer complaints.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To have no more than 50% of open complaints that are over 90 days	1	%	50	73	50	71	50	76	50	75	50	74

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determinations made by the governor and legislature in FY 2015-2016 have not noticeably affected the agency in meeting its desired accomplishments and services.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency has continued working a new database.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	064 HEALTH PLANNING & DEVELOPMENT
<b>Mission:</b>	Administer a Certificate of Need program to assure that healthcare services and facilities offered and developed are in the public's interest, and to prevent the construction of unnecessary and inappropriate healthcare facilities and services.
<b>Vision:</b>	Gather and provide adequate information in the determination of need for additional/improved healthcare facilities, services, and equipment.
<b>Annual Goals</b>	
1	Complete processing and data entry of healthcare utilization as reported by healthcare facilities/providers via annual reporting forms within 270 days of submittal by FY 2017, thereby continuously strengthening the Certificate of Need process through accurate and timely publication of data.
2	Collect and process for release Patient Origin Survey (POS) data within 270 days of submittal deadline by FY 2017.

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The number of annual reports verified, entered, corrected, and published in accordance with the Alabama State Health Plan, i.e., after publishing data and subsequent release, statistical updates are generated as required by the Alabama State Health Plan and the Certificate of Need Rules and Regulations.	1	Number of reports in dataset	600	0	582	0	1649	0	600	0	3431	0
2 - The number of Patient Origin Surveys (POS) completed by healthcare facilities and published through SHPDA for use by healthcare facilities, trade organizations, and agency staff.	2	Number of surveys in dataset	234	0	234	0	234	0	234	0	936	0

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
New statutory mandate and administrative rules effective May 2016 will enable SHPDA to ensure provider compliance with report submissions, allowing SHPDA to better complete and publish reports in the future.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
New administrative rules and internal procedures based on those rules have already shown the potential for vast improvement in future years. New data sets can now be processed in months instead of years.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	066 ECONOMIC & COMMUNITY AFFAIRS
<b>Mission:</b>	To strengthen the capacity of communities to develop economically, improving the quality of life of Alabama citizens, and Building Better Alabama Communities pursuant to Code of Alabama 1975, Sections 41-23-1 through 41-23-102.
<b>Vision:</b>	ADECA strives to become an agency built on accountability and integrity with a focus on obtaining and providing resources needed to improve the lives of our citizens.
<b>Annual Goals</b>	
1	To reduce energy consumption costs and increase energy efficiency for Alabama consumers.
2	Provide emergency shelter, victim advocacy, protection services, and counseling services to victims of domestic violence, sexual assault, and child abuse.
3	Enhance Alabama's criminal justice system by funding State and local programs designed to reduce the juvenile and adult offender population so that juvenile and adult inmates are provided services.
4	Reduce the number of highway related fatalities to 550 by providing subgrant programs designed to improve key aspects of highway traffic safety in FY 2015.
5	To conduct meetings and trainings in the Locust Fork and Wheeler Watersheds and Baldwin and Mobile Counties to analyze flood hazards and communicate flood risk to communities to help them identify ways to reduce flood risk in the communities.
6	Through visibility at conferences, expos and other marketing campaigns, increase the number of NEW Nonprofit category eligibility approvals.
7	Through visibility at conferences, expos and other marketing campaigns, increase the number of NEW Veterans Organization category eligibility approvals.
8	Increase the number of entities visiting both Surplus warehouses.

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase number of energy outreach events by 5% relative to FY2013.	1	Number of energy outreach events	92	134	92	326	92	475	92	76	368	1011
2 - To provide services to victims in FY 2016.	2	Number of victims served	8000	9027	8000	16122	8000	6600	8000	4515	32000	36264
3 - To provide services to adult offenders in Alabama's criminal justice system.	3	Number of offenders served	500	244	500	400	500	235	500	250	2000	1129
4 - To provide services to juvenile offenders in Alabama's criminal justice system.	3	Number of offenders served	129	13	100	309	129	403	160	227	518	952
5 - Reduce highway related fatalities.	4	Number of Highway related fatalities	200	150	200	143	200	167	200	175	800	635
6 - Conduct meetings and trainings in Locust Fork and Wheeler Watersheds and Mobile and Baldwin Counties to identify flood hazard and communicate flood risk to communities.	5	Number of meetings/and or trainings	5	3	2	3	3	4	4	2	14	12
7 - Increase overall active eligible nonprofits.	6	Number of new nonprofit eligibility approvals	2	5	2	2	2	7	2	3	8	17
8 - Increase overall active eligible veterans organizations.	7	Number of new veterans organization eligibility approvals	2	1	2	1	2	0	2	1	8	3
9 - Increase warehouse traffic.	8	Number of entities visiting both warehouses	145	317	145	304	145	285	145	249	580	1155

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Policy decisions made by the Governor and Legislature for FY 2015-2016 have allowed the department to meet many departmental objectives. Budget determinations have allowed us to meet matching requirements for Federal grants.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ADECA continues its paperless initiative by improving on-line grant applications and dissemination of technical information. We have also worked to provide better communication and information to our subgrantees through social media.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	067 JUDICIAL INQUIRY COMMISSION
<b>Mission:</b>	To determine reasonable basis to file public charges of ethical misconduct or disability against Alabama judges from confidential consideration of received or initiated complaints, and to prosecute such charges in the Court of the Judiciary and to advise judges on compliance with the Canons of Judicial Ethics (Rule 8, Rules of Procedure of Judicial Inquiry Commission).
<b>Vision:</b>	Members of the judiciary will consistently observe high ethical standards, and the public will have confidence in the integrity and impartiality of the judiciary.
<b>Annual Goals</b>	
1	To consider, investigate, and resolve or prosecute 100% of all complaints of judicial misconduct or disability within the time limits set by the Alabama Supreme Court.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1. To consider, investigate, and resolve or prosecute 100% of all complaints of judicial misconduct or disability within the time limits set by the Alabama Supreme Court	1	%	100%		100%		100%		100%		100%	

Notes

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	069 POSTSECONDARY EDUCATION
<b>Mission:</b>	The Alabama Community College System has direct responsibility to the Alabama Community College System Board of Trustees for the direction and supervision of educational programs and services provided by the Alabama community College System. The System Office provides leadership, service, and regulatory functions for the member institutions of the Alabama community College System to ensure educational accessibility, excellence and equity for all citizens of Alabama.
<b>Vision:</b>	To develop an educated, prosperous population by providing an affordable pathway to help citizens of any walk or stage of life to succeed through quality education and training; a community college system where education works for all.

**Annual Goals**

1	Provide a skilled workforce for Alabama's existing industries in targeted occupational sectors.
2	Increase the number of individuals served in Adult Education programs.
3	Conduct peer reviews at eight ACCS institutions and will identify best practices, efficiencies, and opportunities.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase number of students who earn a short or long-term certificate, degree, or an industry recognized credential	1	%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5%	3.53%
2 - Increase the number of individuals served in Adult Education.	2	%	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	5%	.2%
3 - Conduct peer reviews at eight ACCS institutions to identify best practices, efficiencies, and opportunities for improvements.	3	#	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	8	12

# **Fiscal Year 2016 Quarterly Performance Report**

## **Notes**

2	During the 2015-16 federal Program Year Alabama Adult Education experienced increases in various populations of individuals served. The number of individuals that identify themselves as two or more races increased 10% from the 2014-15 year. The two or more race classification has shown a steady increase in the last few years. The Asian population increased by 6% while the Hispanic/Latino population gained 2% from the previous year.
3	There were (12) reviews conducted during federal Program Year 2015-16. These reviews provided opportunities for program improvement in the areas of administrative and programmatic implementation.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
Increased funding ha allowed our agency to better serve the institutions we support.	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
We are continuing alignment of our organizational chart and personnel to better fit the goals and objectives of our system. Continues increases in our appropriation will be most helpful.	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	073 CHILD ABUSE PREVENTION
<b>Mission:</b>	The Department of Child Abuse and Neglect Prevention (ADCANP) secures resources to fund evidence-based community programs committed to the prevention of child maltreatment.
<b>Vision:</b>	ADCANP advocates for children and the strengthening of families to ensure children grow and thrive in safe environments and supportive communities.
<b>Annual Goals</b>	
1	1. To increase by 12% the number of children served by our funded entities in 2016
2	2. To increase by 20% the number of families served by our funded entities in 2016

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1. To increase the number of children served	1	# of children	4000	3479	5000	22092	6000	16070	7000	11945	22000	53586
2 - 2. To increase the number of families served	1	# of families	1000	1597	1200	24160	1400	12762	1600	8919	5200	47438

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

In fiscal year 2015-2016, the Alabama Department of Child Abuse and Neglect Prevention received almost level-funding which impacted the number of grant awards and funding available. Our funding applications requested almost twice the amount of funds that our agency was able to award to serve vulnerable children and families in the state.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In 2015-2016, the Alabama Department of Child Abuse and Neglect Prevention was able to position two retired state employees to work in different geographical areas to provide on going training and technical assistance to area grantees. This reduced travel and other administrative costs.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	074 CRIME VICTIMS COMPENSATN COMM
<b>Mission:</b>	It is the mission of the Alabama Crime Victims Compensation Commission to provide timely and efficient assistance to innocent victims of violent crime in a confidential manner. The Commission primarily offers this assistance by providing eligible victims of violent crime with financial assistance for qualified expenses, while always being mindful that crime victims have the right to be treated with fairness, compassion and respect. The Commission also works in conjunction with others in the victim service community to advocate for victims' rights and other related issues.
<b>Vision:</b>	The Commission is committed to providing timely reimbursement to victims for expenses incurred as a result of violent crime, to the extent allowed by law.

**Annual Goals**

1	To provide assistance to all eligible victims in the State of Alabama.
2	To increase awareness of the number of citizens by 10% over FY 15 figures concerning the Crime Victims' Compensation Commission and the services it provides by 2018.
3	To provide timely compensation to victims of violent crime within nineteen weeks.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Total claims approved for compensation	1	Productivity	625	339	625	218	625	330	625	257	2500	
2 - Total claims received to determine victims eligibility for compensation.	1	Productivity	800	619	800	586	800	563	800	666	3200	
3 - 2- Provide training to law enforcement officials, victims service 2 officers, victims advocacy organizations, medical institutions, and other officials who serves the victims in the State of Alabama about the Crime Victims' Compensation and its benefits.	2	Productivity	250	193	250	42	250	293	250	20	1000	
4 - 3- Increase in the number of claims process to twenty-one Per month per specialist.	3	Productivity	21	15	21	15	21	19	21	20	21	



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	075 INDIAN AFFAIRS COMMISSION
<b>Mission:</b>	The mission of the Alabama Indian Affairs Commission is to facilitate the government-to-government relationship on behalf of the State of Alabama with its 9 recognized tribes as well as to recognize the unique cultural and sociological needs of Alabama's "invisible minority". Specifically charged by the Legislature to deal fairly and effectively with Indian affairs; to bring local, state, and federal resources into focus for Indian citizens of the State of Alabama; to provide aid and assist Indian Communities; promote recognition of the right of Indians to pursue cultural and religious traditions by serving in a liaison/advocacy role between the various departments of state and federal government and the Indian people of our tribal communities.
<b>Vision:</b>	Alabama's Native American citizens will have the resources necessary to improve their quality of life and maintain their cultures and languages through collaborative, productive and lasting government-to-government relationships between the State of Alabama and its Indian tribes as well as through effective participation of Native Americans in all aspects of state government.
<b>Annual Goals</b>	
1	Increase and maximize educational opportunities for Indians in Alabama.
2	Conduct leadership workshops for Board Members and Tribal Chiefs to better meet the needs of their tribal governments.
3	Increase the economic self-sufficiency of Indians in Alabama.
4	Make progress in achieving parity in employment for Indians in Alabama.
5	Work to improve the health status of Indians in Alabama through education.
6	Increase public awareness of Indians and the Indian culture in Alabama's heritage.

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Support scholarships for students and work with colleges to educate Indian students as well as with the WIOA program.	1	Communication	0		3	3	2	0	2	0	8	13
2 - Have workshops for Commissioners and tribal Chiefs and training to tribal governments.	2	Communication Event	1		0	0	2	4	01	1	3	6
3 - Meet with 8A, USDA, Rural Development and other agencies to develop an implement business plans for tribes and individuals.	3	Meeting	0		2	2	2	2	1	1	6	6
4 - Attend meetings where programs affecting regarding employment, i.e. job fairs, employment services, state personnel, etc. that Indian citizens can be connected with.	4	Meeting	1		1	1	1	0	1	1	4	3
5 - Work with Intertribal Council of Alabama in efforts to sustain state and federal funding for the growth of small business, classroom training initiatives through partnering in outreach activities.	4	Communications Event	1		3	3	3	2	3	1	12	7
6 - Secure and distribute educational material on health related issues to AL Indian population.	5	Communications Event	1		1	1	1	0	1	1	4	3
7 - Make Public presentations designed to educate the public on historical, cultural, and current events concerning Alabama Indian related issues and tribal concern.	6	Formal Presentations	0		3	3	3	1	3	1	13	6
8 - Facilitate and distribute education scholarships for Indian students.	6	Communication, meetings, and formal notification.	4		100	154	50	77	0	0	155	386
9 - Speaking with and meeting individual citizens regarding Indian heritage and how to direct them.	6	Meeting/communi- cation.	100		75	75	50	54	75	246	250	475

**Fiscal Year 2016 Quarterly Performance Report**

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Due to limited funds, the Alabama Indian Affairs Commission has only the ability to hire retired part time employees which impairs the agency's ability to assist with all needed issues.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Due to limited funding, the agency hired part time retired state employees in an effort to try and maintain needed services. We are working on legislation to to bring in Education dollars from the Education Budget with regard to Alabama's Indian Ed program.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	077 GOVERNORS OFFICE ON DISABILITY
<b>Mission:</b>	To work with government on the effective education and inclusion of consumers with significant disabilities and families in the process of developing policies and services that impact their quality of life.
<b>Vision:</b>	Citizens with disabilities and families are routinely informed about and are participating in the planning and development of legislation, state plans, policies, and programs affecting their quality of life.
<b>Annual Goals</b>	
1	To respond to 100% of inquires within 72 hours
2	Number of inquiries via e-mail, telephone, walk-in, mail and Governor's Constituent Services referrals

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1. Respond to 100% of inquires within 72 hours	1	100%	100	100	100	100	100	100	100	100	100	100
2 - 2. Number of inquires via e-mail telephone, walk-in, mail and Governor's Constituent Services referrals	1	275	275	213	275	313	275	186	275	220	1100	932

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

We agree with the Governor and the legislature with the policy decisions made and understand the reasons for the budget determinations. Our budget has been greatly reduced from our original funding level and if continued, it may impact our ability to meet our goals. The additional expense of STAARS and time spent training for the software, has been another factor to our funding. While we understand the need for the system and have embraced it, it has further impacted our funding. Although we have had sufficient funding due to carry over and being wise stewards of our funds, we are concerned that we will eventually run out of carry over funds. We would like to see our budget restored to an appropriate level in order to continue to not only meet our goals, but to exceed them. For the first time in the history of our agency, we exceeded our annual goal last fiscal year and exceeded our goal for one quarter this fiscal year and continue to work hard to improve the agency's visibility to show the agency's and the Governor's commitment to our constituents with disabilities.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Once again, we enhanced our website as a means of disseminating and increasing our efficiency. We also have used the website as a means to share photos and information about local consumer council meetings and events occurring within the fiscal year. For the second year in a row, we eliminated the cost of printing and composition costs associated with our annual report and our agency brochure by having our administrative assistant prepare both using existing software. We placed our Annual Report on the website and distributed it electronically. Our suggested changes in legislation or administrative procedures would be the continued reduction of paperwork. We are pleased with the progress that has already been made and hope to see more in the future.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	079 CHILDREN'S AFFAIRS
<b>Mission:</b>	The mission of the Department of Children's Affairs is to effectively and efficiently coordinate and develop efforts and programs to serve children (0-19) and families of Alabama.
<b>Vision:</b>	Creating possibilities in the lives of Alabama's children and families by supporting each child's learning, development, and well-being.

<b>Annual Goals</b>	
1	Provide high quality home visiting services & increase participation in most at-risk counties.
2	Provide professional development opportunities to home visitors to increase skills & core competencies.
3	To develop an annual needs assessment with Head Start/Early Head Start grantees that identifies needs of low income children & families.
4	Coordinate training with state & local agencies on resources.
5	Measure impact of OSR Pre-K program on school readiness & school success.
6	Grow access to high quality Pre-K by increasing new program classes & professional development.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase participation in home visitation in counties served.	1	% of increase	1%	8%	1%	5.5%	1%	3.5%	NA	NA	3%	17%
2 - Schedule professional development activities for home visiting staff.	2	# of trainings provided	2	3	2	6	2	4	1	4	7	14
3 - Increase in services/resources to Head Start Programs	3	% increase	1%	1.3%	1%	1%	1%	1%	1%	1%	4%	4.3%
4 - Identify trainings for Head Start programs being offered by State Agencies	4	# of trainings	1	2	1	2	1	1	1	3	4	8
5 - Implement comprehensive assessment for pre-k children in new OSR classrooms	5	% of children assessed with GOLD assessment	0%	95%	50%	98%	70%	95%	75%	90%	90%	126%
6 - Schedule professional development for assessment & standards.	6	% of OSR lead & teachers attending PD on assessment & standards	0%	97%	75%	77%	85%	97%	95%	99%	95%	123%

**Fiscal Year 2016 Quarterly Performance Report**

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determinations made by the Governor and legislatures in the FY 15-16 positively affected the agency in meeting accomplishments and services by status of First Class Pre-K assigned by the governor.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Administrative improvements included an increase in the number of children served and the ability to hire instructional support to ensure quality standards.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	080 LT GOVERNOR
<b>Mission:</b>	To serve as President of the Alabama Senate and preside over the Senate and Joint Sessions; the first official in the line of succession to the Governor's office; to execute powers granted by the Legislature; to serve on various boards, authorities and commissions; to make appointments of Senators and citizens to boards, authorities, legislative interim committees and commissions created by legislative act; to approve all in and out-of-state travel for Senators; to communicate with the general public and participate in a leadership role in the administration of state government. (AL Const., Article V, Section 112,117 and 128; Article VII, Section 173; Amend 282; and 1975 AL Code Section 36-3-1)
<b>Vision:</b>	Recognize that Alabama is a state built upon the hard work, dedication and values of our citizens. As a member of the Executive Branch of Government, administer the duties, responsibilities and roles to meet the state's unique needs, priorities, and pressing issues while in full compliance of Alabama Ethics Laws. As the only official with specific duties and powers in two branches of state government, the executive and legislative branches, help prepare Alabama to be a leader in creating 21st Century investment opportunities to compete in a growing global market. Be a good steward of public resources to ensure the office operates within the allocated budget resources provided while making every effort to streamline operations. Respond to public inquiries in a timely manner and assist constituents with matters regarding state government.

<b>Annual Goals</b>	
1	Reflect a positive image on behalf of the State of Alabama while maintaining good relations with the public, community and business leaders, state and federal agencies as well as with the Legislative, Executive and Judicial Branches of state government.
2	Serve as Chair of Alabama's Military Stability Commission to help prepare Alabama for possible BRAC reviews. Also, serve as Chair of Aerospace State Association focusing on gaining aerospace industry investments and Foreign Direct Investment Expo to help create new industry.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Produce a quarterly newsletter and informative monthly report to be widely circulated to constituents and the press.	1	Reports	3		3	3	3	3	3	3	12	
2 - Preside as Chair for regular scheduled and called meetings throughout the year.	2	Meetings	1		1	1	1	1	1	1	4	

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Fulfilled Targets set for FY 16.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Continued to operate conducting the business for the Lt. Governor's Office with limited appropriated funds.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	081 STATE INDUSTRIAL DEVELOP AUTH
<b>Mission:</b>	To effectivley and efficiently administer industrial development programs for State Site Grants and the State Ceiling on Volume Cap (Alabama Code 41-10-20 through 41-10-43)
<b>Vision:</b>	To promote and encourage economic development in Alabama.

<b>Annual Goals</b>	
1	To ensure site grant applications received are reviewed for accuracy and completeness in accordance with the code of Alabama and processing time is less than 1 week.
2	To ensure volume cap applications are reviewed timely and allocations are issued in accordance with federal and state ceiling rules. Processing time is less than 1 week.
3	To provide 12 monthly program reports to the Board of Directors in FY 15.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Site Grants reviewed in a timely fashion and accordance with Alabama code.	1	number of grants	3	4	3	2	4	2	4	6	14	14
2 - Provide volume cap allocations in a timely fashion and in accordance with Federal and State Law	1	number of volume cap allocations	1	4	1	1	1	1	1	0	4	4
3 - To provide 12 monthly program reports to the Board of Directors in FY 16.	1	number of reports	3	3	3	3	3	3	3	3	12	12

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The appropriations budget was sufficient to cover our agency needs.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We plan to change the site grant application to make it more understandable.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	085 SUPREME CT LAW LIBRARY
<b>Mission:</b>	To provide legal information, resources, and programs to assist the appellate and trial courts and the people of Alabama in carrying out the administration of justice.
<b>Vision:</b>	To be the most efficient, effective, accurate, current and cost-effective state court legal information center in the nation.
<b>Annual Goals</b>	
1	Number of Users Served
2	Amount of legal materials processed
3	Westlaw users
4	Obtain access to 100% of established subscription based online legal database
5	Increase citizen's increase to legal information to 80%
6	Provide Judicial and Legal education to public
7	To increase tax to provide additional funding to library to offset some needs from General Fund

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Users Served	1	Number	12500	18585	12500		12500		12500	19927	50000	87847
2 - Amount of legal materials	1	Number	2500	1790	2500		2500		2500	2600	10000	6415
3 - Westlaw Users	1	Number	150	100	150		150		100	134	550	459
4 - Obtain access to 100% of established subscription bases on line legal data base	1	Customer Satisfaction Rating	.95	.95	.95		.95		.95	.95	.95	.95
5 - Increase citizen;s increase to legal information to 80%	1	Customer Satisfaction Rating	.75	.75	.75		.75		.75	.75	.75	.75
6 - Provide Judicial and Legal education to public	1	Number of visitors	N/A	N/A	N/A		N/A		N/A	NA	N/A	N/A
7 - To increase tax to provide additional funding to library to offset some needs from General Fund	1	Passage of Amendment to 12-2-159	N/A	N/A	N/A		N/A		N/A	NA	N/A	N/A

# **Fiscal Year 2016 Quarterly Performance Report**

## **Notes**

1	2ND AND 3RD QTRS LEFT OFF. 2ND QTR 24497 3RD QTR 24838 NUMBER OF USER SERVED
2	2ND AND 3RD QTRS LEFT OFF. 2ND QTR 1387 3RD QTR 638
3	2ND AND 3RD QTRS LEFT OFF 2ND QTR 100 3RD QTR 125

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Lack of funding has caused the Supreme Court and State Law Library to not be able to provide updated legal materials to the Judges, Supreme Court Justices, their staff, attorneys and the public. We have had to discontinue several resources that they have needed.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Increase funding to meet goals and to provide the updated materials

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	087 REHABILITATION SERVICES
<b>Mission:</b>	To enable Alabama's children and adults with disabilities to achieve their maximum potential.
<b>Vision:</b>	Rehabilitation that works to improve the quality of life, independence and contribution of people with disabilities.
<b>Annual Goals</b>	
1	The Vocational Rehabilitation Program will provide employment, educational and training services necessary to assist Alabamians with significant disabilities to obtain or maintain employment.
2	Children's Rehabilitation Service (CRS) will enable children/youth with disabilities and serious chronic health conditions to live, learn and work in their communities. CRS also administers the Alabama Hemophilia Program which will enable children and adults with hemophilia to achieve increased quality of life.
3	The Homebound Program will enhance the quality of life for individuals with catastrophic disabilities, many of whom may not be able to work because of the severity of their disabilities, by providing services that enable them to achieve and maintain maximum independence in the home.
4	The Early Intervention Program will provide services to Alabama's babies under three years of age who experience delays in hearing, seeing, walking, talking & learning and provide support to their families in their local communities.

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain the number of individuals with disabilities receiving a high quality of employment services.	1	# of consumers served	23,770	23,508	26,433	25,966	28,723	28,126	30,000	30,271	30,000	30,271
2 - The number of children and youth with special health care needs and adults with hemophilia receiving quality, family centered services will be retained at current levels.	2	# of consumers served	6,607	6,919	9,169	8,888	9,855	9,469	10,500	10,010	10,500	10,010
3 - Continue providing quality services to people with catastrophic disabilities with available resources and funds.	3	# of consumers served	1,274	1,182	1,354	1,227	1,416	1,358	1,510	1,466	1,510	1,466
4 - Serve all babies identified with developmental delays and their families.	4	# of consumers served	3,763	3,994	4,477	4,888	5,221	5,801	5,955	6,680	5,955	6,680

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

## Fiscal Year 2016 Quarterly Performance Report

### Vocational Rehabilitation Program (VR)

- The decision by the Governor and Legislator to approve a \$1.6 million increase in funding for the Vocational Rehabilitation Program allowed our agency to maximize receipt of all available federal funds and assure the provision of services to all adult Alabamians with disabilities in our effort to assist them in achieving their maximum potential.
- The Governor's mandate requiring agencies designated under the Workforce Opportunity and Innovation Act to come together and develop a Combined State Plan for the delivery of workforce services to job seekers has provided opportunities for state agencies to collaborate and become stronger partners leveraging services and funding.

### Children's Rehabilitation Program (CRS)

- The Governor and Legislature approved level funding for the CRS Program in FY 2016. These funds were much needed to match available federal funds. As costs continue to increase, it brings about new challenges as we strive to provide quality medical, rehabilitative, coordination and educational support services for children with special health care needs and their families.
- Hiring restrictions/delays continued to impact the number of new clients enrolled as well as information and referral calls, due to decreased/limited community visits and public relations capacity of existing staff.
- SB 340 which created Medicaid Regional Care Organization districts will likely have a significant impact on the CRS budget (in regard to the Medicaid encounter rate). Additionally, if service provision is controlled by the RCO's, children with special health care needs may not receive quality health care services.

### Homebound Program (HB)

- Although HB has traditionally experienced a lack of additional and sustainable funding, we have increased the number of individuals with catastrophic illnesses and conditions receiving services during FY 2015-2016. This is due in great part to our Independent Living Program, which leverages donated goods and services to maximize their case service funds. HB staff commend the Governor, for supporting the State Independent Living Council's reappointment of ADRS as the designated state Entity for Part B Federal Funding, which allowed this critical program to remain intact and continue to meet the needs of individuals with very significant disabilities.

### Alabama's Early Intervention System (AEIS)

- Although the Early Intervention Program (EI) has received level funding in recent years, the annual average cost continues to rise for providing services to infants, toddlers with developmental delays & disabilities and their families, as required under the Individuals with Disabilities Education Act.
- With the increase in the birth of babies earlier and with complex medical diagnoses; an increase in Child Find referrals and the high cost of serving families in a natural environment and in rural areas of our state, our demand continues to grow and our ability to serve continues to bring new challenges.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

## Fiscal Year 2016 Quarterly Performance Report

### Vocational Rehabilitation Program (VR)

- In accordance with new legislation under the Workforce Innovation and Opportunity Act which mandates that 15% of our federal allotment be utilized to serve students with disabilities between the ages of 16 and 21 to improve and enhance their opportunities for employment and careers after high school, our agency has explored and incorporated new and innovative ways to achieve this objective. Our agency will expend approximately \$9.5 million toward these initiatives. Continued support from the Governor and Legislators through increased funding will allow for federal funding to be maximized and our efforts to serve this population to continue.

### Children's Rehabilitation Program (CRS)

- CRS in collaboration with Alabama Department of Public Health (ADPH), completed the 2015/2016 Title V Maternal and Child Health (MCH) Services Block Grant Application/Annual Report submission. The MCH Title V Block Grant to States Program has been undergoing changes over the last three years and CRS and ADPH are aligning strategies and objectives to "move the needle" in the transformation of MCH.
- The CRS Director and State Parent Consultant are team members in the National Academy for State Health Policy (NASHP) Learning Collaborative, From Engagement to Evidence: Using Patient Centered Outcomes Research (PCOR) and Comparative Effectiveness Research (CER) to Inform State Policy Making. The State team leader is the CHIP Director of ADPH and other team members represent Medicaid, Mental Health, and UAB. The project was launched in November 2015 and is scheduled through March 2017. The State Work Plan includes the following objectives: 1) increase the use of evidence, including PCOR and CER, within state health policy decision, 2) establish a structure for inter-agency collaboration on the use of this research, and 3) develop a strategy for the meaningful engagement of the patient in program and policy development with various state agencies.
- CRS leadership and staff saw a need to engage in strategic planning to prepare CRS for future challenges and opportunities. In November 2015, CRS staff were surveyed and based on the results, the leadership/administrative team revised its guiding principles (values), mission and vision statements, and developed the 2016-2019 strategic plan objectives.

### Homebound Program (HB)

- HB continues to work at expanding partnerships with the Vocational Rehabilitation Program to support individuals in returning to work and decreasing dependence on state and federal funds. This effort includes the addition of 2 additional Hybrid SAIL/VR Case Managers in Decatur and Montgomery, and are anticipating adding two others in the next fiscal year.
- Efforts to expand Personal Choices as an option statewide were successful and SAIL Waiver Case Managers will begin offering these self-directed options in November of 2016.
- The HB leadership staff are researching methods of maximizing existing staff to increase services to individuals who need assistance to remain in their homes. During FY 2015-2016, program specialists were assigned to each of the three programs within the division, to provide greater consistency and technical assistance. Additionally, all staff have been trained on personal choices to ensure a smooth statewide transition and increase numbers of individuals who are able to seek self-directed care. Nurse case managers have been trained in audit procedures to ensure the appropriate expenditure of funds through our statewide system of vendors.

### Alabama's Early Intervention System (AEIS)

- AEIS developed and submitted an Annual Performance Report based on indicators and goals outlined in Alabama's six year State Performance Plan per the U.S. Department of Education/Office of Special Education Programs requirements. AEIS once again received the highest rating, "Meets Requirements" of the Individuals with Disabilities with Disabilities Education Act (IDEA). The intent of this process is to improve the quality of service to infants/toddlers & their families, to improve service delivery, to improve outcomes and to make this information available to the public. The U.S. Department of Education/Office of Special Education Programs made Part C determinations using both compliance and results data, giving each equal weight in making a state's determination.
- The state submitted Phase II of the State Systemic Improvement Plan (SSIP) through which Alabama has begun to implement a plan to improve the social/emotional well-being of infants and toddlers and improving family's ability to communicate their needs.
- AEIS developed a partnership with the Alabama Partnership for Children/Help Me Grow Project to link/refer infants and toddlers who do not meet the eligibility requirements for Part C Early Intervention and those that are transitioning out of Early Intervention into Preschool and their families. This linkage will provide on-going surveillance and support through the transition.
- AEIS has developed a new partnership with the UAB School of Maternal and Child Health to develop an Evaluation Plan aimed at the effectiveness of the Early Intervention System in implementing new policies and procedures as outlined in our Improvement Plan.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	091 SUPERCOMPUTER AUTHORITY											
<b>Mission:</b>	To provide a professional portfolio of information technology resources and services for the advancement of education, research, and economic development in Alabama.											
<b>Vision:</b>	We will provide a statewide information transport infrastructure funded by the State of Alabama to connect all of Alabama's public education entities.											
<b>Annual Goals</b>												
1	Provide high-speed broadband connectivity of Internet access to support technology initiatives for curriculum and digital learning for K-12 school systems.											
<b>Quarterly Objectives and Targets</b>												
Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase Internet access bandwidth to 200Mbps for 26 school systems by 06/30/2016	1	# of school systems	5	3	12	7	26	9	26	13	26	13
2 - To increase Internet access bandwidth to 400Mbps for 37 school systems by 09/30/2016	1	# of school systems	15	8	25	21	30	21	37	21	37	21
<b>Notes</b>												
1	The numbers for Quarters 2 and 3 were overstated in error. The correct amount is entered for Quarter 4.											
2	The numbers for Quarters 2 and 3 were overstated in error. The correct amount is entered for Quarter 4.											
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?												

### Fiscal Year 2016 Quarterly Performance Report

The Alabama Supercomputer Authority (ASA) continues to serve the K-12 client base through the Governor's Distance Learning Initiative, ACCESS, and has upgraded "base level service" to 500Mbps beginning 7/1/2016 based on bandwidth utilization. The breakdown of Internet access bandwidth to the 138 school systems at 9/30/2016 is as follows: up to 50Mbps (12qty); 90-100Mbps (14qty); 200-250Mbps (36qty); 400Mbps (24qty); 500- 750Mbps (37qty) and 1000-2000Mbps (15qty). The school systems' bandwidth utilization is continuously monitored and any systems not at 500Mbps will be upgraded as utilization warrants and as ACCESS funds are available. ASA increased its "base level of service" from 100Mbps to 250Mbps for postsecondary and higher education clients beginning 7/1/2016. The importance of sustained funding allows ASA to support "base level services" to its entire education client base through a statewide network. ASA continues to use a large part of its appropriation, including ACCESS funding to leverage federal funds under the E-rate program for the K-12 community and libraries/library systems at a rate of more than 2 federal dollars to 1 state dollar.

For FY2016, ASA continued providing the AREN Internet, Internet2 and backbone connectivity in order to provide an enhanced level of provider and path diversity, fail-over and recovery capability. The core node platform upgrade along with increased backbone capacity added more processing power, protocols and expanded abilities to run 40Gig and 100Gig capacities. Network availability averaged 99.95% for the fiscal year. Total Internet usage (commodity, I2, peering, caching, etc.) from all AREN clients reached as high as 33Gbps during the same period. ASA continued to provide IVC services to better facilitate distance learning and continued to effectively monitor and analyze network traffic. Funding appropriated by the legislature allowed for high performance computing (HPC) platform services for education and university research. This research attracts professors and researchers to Alabama's universities, and the training on the supercomputers enables the State to retain high paying technical jobs. The supercomputers at the Alabama Supercomputer Center (ASC) located in Huntsville are used by all State research universities as well as students in computer science, biology and chemistry classes to name a few. The ASA HPC staff made their annual visits to campuses to meet with users to understand their needs, answer questions and address any issues. HPC updates included a new queue system so the systems are efficient and secure; firmware and software upgrades were made to the GPFS shared file system for support of new operating system versions; cluster management servers are being moved from older hardware to virtual machines with failover capability running on new hardware; larger home directory space is being provided to users due to the file system upgrade; and open source software continues to be requested by users and installed on the HPC systems. HPC staff continues to stay abreast of new technologies and welcome testbed opportunities in support of users.

Appropriated funding allowed for building updates to the almost 30 year-old Alabama Supercomputer Center in Huntsville which houses the high performance computers, ASA staff and contractor personnel. Completed projects at the ASC during FY2016 included the renovation to the 2nd floor bathrooms and both 1st and 2nd floor breakrooms; mechanical and HVAC modification in the computer room; and move of the Network Operations Center (NOC) to a training room for better use of the computer room floor and helpdesk environment conducive for contractor personnel. ASA continues to see opportunities for hosting services at the ASC and continues to prioritize funding each year to keep the data center up to date and comparable to a Tier 2 data facility with the anticipation that new service opportunities can be undertaken. ASA continued to follow its facility study plan and schedule for mechanical systems and electrical updates.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

## Fiscal Year 2016 Quarterly Performance Report

During FY2016, the Alabama Supercomputer Authority (ASA) management team continued to put emphasis on making the Administration, the Legislature, and the public aware of the services that the Supercomputer Authority is providing to the education community in Alabama. Partnerships are ongoing and continue to be strengthened with the State Department of Education and the Alabama Community College System through application development projects including EDUCATE/LEAD Alabama, Accountability, Career Tech, DAX, Private School Licensure, and Adult Ed. ASA has been very successful in its performance, flexibility, and responsiveness to each of these projects. ASA continues to work with the Alabama 9-1-1 Board by connecting E911 Centers around the State to an E911 hosted platform provided by Emergency CallWorks. ASA collaborated with the Alabama Public Library Service (APLS) and will provide the Internet connectivity and other technology services for the "Small Community Internet Upgrade" initiative which will fund five (5) new libraries on the Alabama Research and Education Network (AREN). This initiative is ongoing and sites should be connected before calendar year end. ASA continues to be the consortium lead for public school systems and library/library systems for E-rate filings for discounted Internet Access services. ASA filed fourteen (14) timely applications in July for funding year 2016 with the Universal Administrative Service Company (USAC) for E-rate discounts for 139 school districts, 220 schools, and 53 library sites. ASA continued its relationship with Funds for Learning for application filings using their E-rate Manager software tool along with their oversight for rules and procedural compliance.

ASA distributed a Request for Proposal in August 2015 for a professional services contractor for technology services and awarded a five-year contract to CSRA State and Local Solutions LLC in March 2016. The new contract began 7/1/2016 and provides a robust network for education clients statewide. The network transition continues and should be completed by the first quarter of 2017. ASA continues to work closely with clients to minimize any negative impact of the projected upgrade delays due to the migration to the new ASA backbone and conversion to AT&T's new network platform. As part of the transition to the new services contract, ASA reassessed client eligibility to receive services, reviewed network connections, applied consistent services pricing, and reviewed billing practices which were in place. ASA strives to stay consistent with its statute to provide the technology services to each client entity.

Appropriated funding allowed ASA staff and contractor personnel to collaborate, attend and/or support numerous educational and technology conferences throughout the state: Alabama Educational Technology Association (AETA) Conference; School Superintendents of Alabama (SSA) Conferences; Alabama Education Technology Coordinators (AETC) Conference; Alabama State Department of Education MEGA Conference; New Public Library Directors Orientation; Alabama Telehealth Summit; Annual E-rate Applicant Training; Supercomputing 2015; Alabama Community College Association (ACCA) Conference; Joint Leadership Development Conference; 2016 Legislative Issues Seminar; SSA Legislative Conference; Alabama DECA Career Development Seminar; Virtual Alabama School Safety Summit; Angelbeat IT Technology Seminar; Alabama Community College System Information Services Association (ACCS ISA) Conference; 2016 Annual Administrative Professionals Conference; Alabama Association of School Boards (AASB) Conference; and Alabama Library Association (ALLA) Conference. ASA staff participated on the Alabama Ahead Oversight Committee, Alabama Virtual Library Council, ISD Communications Software Review, Alabama Broadband Initiative, and Alabama Telehealth Group Workshop.

ASA occupies its leased space in the Center for Commerce which accommodates the staff in the Montgomery Business Office which provides additional space conducive for various office, client, and executive meetings. During FY2016, numerous government entities and organizations reserved ASA's conference rooms (one room with IVC capabilities) for their meeting venue.

During FY2016, the ASA staff continued to convert existing "paper" files into electronic documents with its digital imaging system and copier scanning capabilities. ASA continues to work to automate its business operations processes. This process allows ASA staff to best maximize operational efficiencies through enhanced automated business management tools. ASA staff continues to cross-train so that business operations have continuity. Work processes have begun to be documented to also allow for stability in the event of a staffing turnover.

As a Track 3 user for STAARS, ASA staff was actively involved in training classes and put in countless hours with independent hands-on simulated training to be ready 10/1/2016 to go live with the new state accounting system. ASA's Accounting Manager continues to take the lead in training staff and working through issues as they arise. STAARS should promote better business operation processes within ASA and offer better reporting capabilities. ASA elected a deferral for implementation of the state's eStart time and attendance system due to the concerns raised by other agencies and the extended effort devoted by ASA staff to meet the requirements of the STAARS migration. ASA will continue to monitor the stability of eStart for reconsideration at a later date.

ASA launched the first phase of its redesigned website in September 2016. The site now allows visitors to find information about ASA, the services offered, and includes a responsive design which enables visitors to browse the site on desktop computers and mobile devices. ASA will continue to stay current with the content published and develop enhancements as necessary for responsiveness and communicating information.



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	092 HIGH SCHOOL OF MATH & SCIENCE
<b>Mission:</b>	Founded in a rigorous math and science curriculum with emphasis on responsible leadership, the Alabama School of Mathematics and Science will develop the full potential of exceptional students from across the State of Alabama, first serving the needs of those without local access to challenging educational opportunities.
<b>Vision:</b>	The Alabama School of Mathematics and Science is a residential high school for high school sophomores, juniors, and seniors pursuing advanced studies in mathematics, science, and the humanities.

#### Annual Goals

1	To sustain or increase the level of academic performance of students enrolled at the Alabama School of Mathematics and Science.
2	To increase the dollar amount and number of scholarship offerings to colleges and universities in Alabama and across the United States by 3%.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Sustain or Increase ACT Composite Score	1	ACT Score	28.6		28.6	NA	28.6	29.1	28.6	29.0	28.6	29.0
2 - Increase Scholarship Offerings to colleges and universities	2	Total Scholarships Offered	n/a		n/a	NA	12236000.	n/a	n/a	\$12,000,000	12236000.	12,000,000

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
Our ETF budget has been increasing the past few years without proration. This enables our school to hire more faculty and staff to ensure students are learning to the fullest capacity and scoring higher on ACT scores to better themselves in college and scholarship opportunities.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Added ACT prep courses. Hired 3 more faculty in FY17 and anticipate hiring 5 more staff in FY18. Increase student population to give more Alabama students the opportunity to attend this STEM high school.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	098 SICKLE CELL OVERSIGHT COMMISSN
<b>Mission:</b>	To ensure the delivery of sickle cell services to affected persons in all counties in Alabama.
<b>Vision:</b>	To spread sickle cell awareness and knowledge to every household in Alabama.
<b>Annual Goals</b>	
1	The seven community based organizations will develop, implement and conduct a formal education program, within each of its assigned counties, by the end of each fiscal year.
2	The Comprehensive Sickle Cell Centers will develop, implement and conduct quarterly two educational forums each for physicians and healthcare professionals.
3	Establish a counseling rate of at least 70% for parents of infants identified with sickle cell trait and maintain a counseling referral rate of 100% for infants identified with disease by the monthly Alabama Newborn Screening reports.
4	Comprehensive Sickle Cell Centers will provide sub-specialty clinical care to 100% of all babies identified by Alabama Newborn Screening report as having sickle cell disease, and schedule appointments for sickle cell disease infants within the first 72 hours of birth.
5	The seven community based organizations will provide education and counseling services to individuals in each of their assigned counties.
6	The seven community based organizations will provide sickle cell screenings to individuals in each of their assigned counties.
7	The seven community based organizations will provide a variety of client support services to those men, women and children identified as having sickle cell disease.
8	Two Comprehensive Sickle Cell Centers will provide care to those patients identified with sickle cell disease.

**Fiscal Year 2016 Quarterly Performance Report**  
**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of counties served	1	#	17	41	17	37	18	59	17	16	69	153
2 - # of forums conducted	1	#	12	42	12	15	12	29	12	13	48	98
3 - # of forums and lectures given to medical students, residents and faculty	2	#	6	9	6	4	6	9	6	4	24	26
4 - Counseling rate for parents of newborns identified with sickle cell trait	3	%	70	49	70	25	70	48	70	51	70	173
5 - Counseling referral rate for infants identified with sickle cell trait	3	%	100	75	100	266	100	66	100	100	100	197
6 - % of babies receiving sub-specialty clinical care within 72 hours of birth	4	%	100	100	100	100	100	100	100	100	100	100
7 - # of counseling and education encounters	5	#	913	566	897	835	880	872	915	288	3605	2561
8 - # of screening test collected/analyzed	6	#	272	97	315	296	330	351	420	73	1337	817
9 - # of client support services	7	#	1085	690	1050	595	1105	470	996	425	4236	2180
10 - # of clinic visits	8	#	926	1138	926	1164	926	1065	926	252	3704	3619
11 - # of patients taking prophylactic antibiotics	8	#	401	416	401	432	401	430	401	118	1604	1396
12 - # of patients receiving immunizations	8	#	85	422	80	112	80	84	80	43	325	661
13 - # of patients receiving hydroxurea	8	#	405	494	405	521	405	528	405	144	1620	1687
14 - # of patients provided renal monitoring	8	#	500	610	500	642	500	620	500	175	2000	2047
15 - # of patients receiving chronic transfusions	8	#	200	197	200	208	200	205	200	24	800	734

Fiscal Year 2016 Quarterly Performance Report

Notes

10 In FY 2016, patients were sub-specialty referrals, e.g., pulmonary cardiology, ophthalmology, audiology, etc. and pheresis.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

none

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

none

**Fiscal Year 2016 Quarterly Performance Report**

Agency:	300 ACCOUNTANCY BOARD											
Mission:	To establish a system for overseeing and regulating the profession of Certified Public Accountancy in accordance with Code Sec. 34-1-1 et seq.											
Vision:	To regulate the practice of public accounting in order to protect the public interest.											
Annual Goals												
1	To increase on-line individual and firm registrations.											
2	To maintain costs per licensee.											
3	To resolve 75% of complaints											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1-1-(01-Efficiency Increase on-line registrations to 85%.	1	percentage	0	0	0	0	0	0	0	0	85%	73%
2 - 2-2-(02-Efficiency) To maintain costs per licensee with no more than 10% increase per licensee.	1	percentage	0	0	0	0	0	0	0	0	10%	9%
3 - 3-3-(02=Quality) Complaints Resolved	2	% Reslved	0	0	0	0	0	0	0	0	75%	79%
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No significant effect

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

1. The Board has continued to encourage on-line electronic registrations and the use of less paper, when feasible.
2. The Board worked with a vendor to develop a new database to replace the out dated Access database. The new database was launched in September 2016 and was made available to the Board's licensees on October 1, 2016 and is being used currently, for annual renewals of licensees.
3. In accordance with the Alabama Immigration Law, the Board continues to collect citizenship documentation prior to licensing individuals or renewing licenses, for those individuals who have not provided documentation previously. Licensees who are not citizens are verified through DHS-ICE.
4. The Board continued CPE audits of licensees on a random basis.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	301 EDUCATIONAL TELEVISION COMM
<b>Mission:</b>	Alabama Public Television (APT) is a center of discovery for people of all ages. We motivate children to learn, empower students and teachers to succeed, and provide a lifelong path to knowledge.
<b>Vision:</b>	APT, through our unique programs, services and technologies, will empower people to discover their world, broaden their horizons, and become active participants in shaping the future.

<b>Annual Goals</b>	
1	Engage educators and/or students in APT-produced trainings, webinars, courses, electronic field trips and events in order to positively impact Alabama students.
2	Maintain number of uncontrollable hours off the air (not including acts of God, terrorism or other outages not within APT's control) to no more than 2% of scheduled broadcast hours.
3	Produce (or provide through partnerships) and air at least 125 hours of original programming.

## Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Serve Alabama students through APT-produced trainings, webinars, courses, electronic field trips and events.	1	Alabama students served	45,000	97,634	47,500	96,936	38,000	47,288	34,000	29,786	164,500	271,644
2 - Decrease unscheduled transmitter hours off the air.	2	Unscheduled hours off the air	45	6	45	11	45	22	40	16	175	55
3 - Provide more local programming tailored to topics of interest to Alabama citizens.	3	Original local programming hours	18	18	45	35	30	30	32	21	125	108

## Notes

- Even though we missed our 4th Quarter goal by a small amount, we greatly exceeded the annual goal.
- We were able to significantly exceed our annual goal in decreasing the unscheduled transmitter hours off air,

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The funding we received from the State during this fiscal year was instrumental in allowing us to accomplish our goals.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We were able to automate the monitoring of our transmitter sites during the fiscal year which will save on personnel costs in the future.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	302 ALABAMA LAW INSTITUTE
<b>Mission:</b>	To clarify and simplify the laws of Alabama to revise those laws that are obsolete. Code of Alabama Section 29-8-1 through 29-8-5. (Governor's Priority #1)
<b>Vision:</b>	To have a modern Code of Alabama.

<b>Annual Goals</b>	
1	To Promote and encourage clarification and simplification of the laws of the state through introducing new laws and reviewing and updating current laws.
2	Continue to maintain small paid staff while extensively utilizing professionals who donate approximately 4,000 hours in legal time per year.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Prepare Bills for Introduction	1	Number of Committees studying bills for introduction	7	8	7		7	8	7	9	7	9
2 - Utilizing Volunteer Hours	1	Number of Hours Donated	800	912	800		800	884	800	843	800	3564

**Notes**

1	Due to my father's death, I missed the reporting for 2nd quarter. It should be 8 as the Quarter 2 actual
2	Due to my father's death, I missed the reporting for 2nd quarter. It should be 925

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Alabama Law Institute has been able to meet its desired accomplishments and services for FY 2016.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Alabama Law Institute continues to improve its efficiency in providing assistance to members of the Legislature. The Institute continues to conduct meetings with its advisory committees, update its various publications to ensure Alabama citizens and public officials have the most current information concerning Alabama laws, and conduct training conference for elected officials.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	303 ARCHITECTS REGISTRATION BOARD
<b>Mission:</b>	To examine, register, and regulate architects in the state of Alabama.
<b>Vision:</b>	The public will understand the necessity for and value of an architect.

## Annual Goals

- |   |  |
|---|--|
| 1 | To make the most effective use of technology to provide efficient service to registrants, examinees, and the public. |
|---|--|

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Registrants	1	# of Registrants	2000	2020	200	629	150	88	150	44	2500	2781
2 - Number of New Exam Applicants	1	# of Exam Applicants	5	7	5	9	5	10	5	11	20	37

## Notes

1 I noticed the annual actuals for 2015 were not on the 2015 report. The annual actual for number of registrants for 2015 was 2834.

2 I noticed the annual actuals for 2015 were not on the 2015 report. The annual actuals for number of new exam applicants for 2015 was 34.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Our funds are earmarked. Since our budget request was approved, we were able to meet and exceed our target goals.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Board has had online license renewals for years for individuals, which streamlines the renewal process. The Board will continue to receive paper renewals since it is requested by some registrants. The Board is implementing online renewals in FY17 for Entity Registration - COAs.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	304 COUNCIL ON THE ARTS
<b>Mission:</b>	The mission of the Alabama State Council on the Arts is to enhance the quality of the life and economic vitality for all Alabamians by providing support for the state's diverse and rich artistic resources.
<b>Vision:</b>	To provide an environment where all the citizens of Alabama can participate in and appreciate the arts. To support excellence and professionalism in all art forms, to ensure that the arts are accessible to every sector of our population and to support the inclusion of the arts in the education process of Alabama's public school students.

<b>Annual Goals</b>	
1	Support excellence and professionalism in all art forms
2	Incorporate the arts as an essential element in the educational experience of all Alabamians
3	Provide opportunities for all Alabamians to participate in and appreciate the arts
4	Identify, preserve and present Alabama folk Traditions
5	Support the economic vitality in communities through the arts
6	Increase public recognition and appreciation for the arts, arts organizations and individual artists

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Sustain solid operating support to Alabama's professional arts organizations	1	\$ amount awarded	0		0	1,425,220	0		0	0	\$1,194,000	\$1,192,900
2 - Provide support to smaller and medium sized groups displaying a commitment to quality and achieving higher degrees of professionalism both artistically and administratively.	1	\$ amount awarded	0		0	701,475	0		0	0	\$2,300,000	\$2,585,356
3 - Work closely with the State Department of Education to develop and implement a comprehensive plan for arts education in Alabama public schools	2	# of action meetings	0		0	0	0		0	0	5	5
4 - Initiate and fund touring programs in schools and communities	2	# of grants awarded	0		0	0	0		0	0	40	25
5 - Provide professional development opportunities for artists, arts specialists and classroom teachers on arts integration	2	# of opportunities	0		0	0	0		0	0	15	5
6 - Provide training to organizations on how to partner with preK-12 schools.	2	# of sessions	0		0	0	0		0	0	10	10
7 - Provide opportunities for students to have quality arts experiences in the school setting, after school and in community settings.	2	# of students served	0		0	0	0		0	0	20,000	1,208,283

Fiscal Year 2016 Quarterly Performance Report												
8 - Provide opportunities for students to have quality arts experiences in the school setting, after school and in community settings	2	# of grants awarded	0		0	0	0		0	0	40	36
9 - Work in partnership with arts organizations, and various public agencies to reach at risk children and institutionalized populations with initiatives that demonstrate how the arts can positively impact lives	2	# of partnerships	0		0	0	0		0	0	15	6
10 - Support community base arts projects	3	# of grants awarded	0		0	0	0		0	0	250	335
11 - Provide grant support to enhance arts activities in every county	3	# of counties served	0		0	0	0		0	0	67	67
12 - Reach at least 15% of the population through their participation in the arts as observers and/or as active participants	3	# of people benefitting	0		0	0	0		0	0	1.5 million	\$2.3 million
13 - Provide support for projects undertaken by communities focused on presenting and documenting folk culture	4	# of grants awarded	0		0	0	0		0	0	12	14
14 - Help perpetuate the state's rich cultural traditions through apprenticeship activities and educational projects	4	# of apprentices learning from master artists	0		0	17	0		0	0	40	17
15 - Develop working partnerships with design professionals and service organizations to offer communities technical assistance related to planning	5	# of partnerships	0		0	3	0		0	0	5	3
16 - Support local arts activities through the Council's grants programs	5	# of cities served	0		0	0	0		0	0	200	95
17 - Present a weekly radio program	6	# of programs aired	0		0	0	0		0	0	52	52
18 - Present regularly exhibitions in the Georgine Clarke Alabama Artists Gallery	6	# of exhibitions	0		0	5	0		0	0	6	5
19 - Promote the work of Alabama individuals artists through exhibitions in the Georgine Clarke Alabama Artists Gallery	6	# of artists served	0		0	0	0		0	0	100	147
20 - Expand the Council's website and computer network among artists, arts organizations, the general public and appropriate partners interested in arts activities and to promote the arts in the state	6	# of social media activities and promotional activities	0		0	0	0		0	0	10	5
21 - Continue to partner with APT on the production and airing of Journey Proud	6	# of programs produced and/or aired	0		0	0	0		0	0	10	27
Notes												

3	Target Number 3 -- Actual number of meetings will be reported at the end of the fiscal year.
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### Fiscal Year 2016 Quarterly Performance Report

4	Target Number 4 -- Actual number of awards will be reported at the end of the fiscal year
5	Target Number 5 -- Actual number of opportunities will be reported at the end of the fiscal year.
6	Target Number 6 -- Actual number of sessions will be reported at the end of the fiscal year
7	Target Number 7 -- Actual number of students served will be reported at the end of the fiscal year.
8	Target Number 8 -- Actual number of grants awarded will be reported at the end of the fiscal year.
9	Target Number 9 -- Actual number of partnerships will be reported at the end of the fiscal year.
10	Target Number 10 -- Actual number of grants awarded will be reported at the end of the fiscal year
11	Target Number 11 -- Actual number of counties served will be reported at the end of the fiscal year.
12	Target Number 12 -- Actual number of people benefiting will be reported at the end of the fiscal year.
13	Target Number 13 -- Actual number of grants awarded will be reported at the end of the fiscal year.

16	Target Number 16 -- Actual number of cities served will be reported at the end of the fiscal year
17	Target Number 17 -- Actual number of radio programs produced will be reported at the end of the fiscal year.

19	Target Number 19 -- Actual number of artists served will be reported at the end of the fiscal year.
20	Target 20 -- Actual number of social media events will be reported at the end of the fiscal year.
21	Target 21 -- Actual number of programs produced and/or aired will be reported at the end of the fiscal year.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

For FY2016 we were unable to implement our plan for Arts Education because of budget limitations. This plan is a partnership between the State Department of Education and the Alabama State Council on the Arts. Also, we were unable to raise the ratio of funding for our project grants to at least 70% because of limited funds. For FY2017, the funding percentage will drop to under 50% because of supply and demand.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

In order for our agency to continue to support the arts in our state, we need increased revenues. We realize that this is not just our challenge; but a challenge for many other state agencies.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	305 STATE BAR ASSOCIATION
<b>Mission:</b>	The promote effective and efficient licensure and regulation of the professional conduct of members of the legal profession. Section 34-3-1 et seq. Code of Alabama 1975.
<b>Vision:</b>	The Alabama State Bar is dedicated to promoting the professional responsibility, competence and satisfaction of its members; Improving the administration of justice; Increasing the public understanding of and respect for the law

## Annual Goals

1	1 - To continue an efficient and responsive professional responsibility program.
2	2 - To continue increasing online posting of continuing legal education attendance reports.
3	3 - To continue to improve the overall efficiency of the license renewal process through increased online renewals.

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1 - Increase number of complaints processed and closed	1	#closed complaints/#opened complaints	425	315	425	371	425	462	425	346	1700	1494
2 - 2 - To increase the number of CLE attendance reports posted online.	1	%attendance reports filed online	50	71	25	67	20	61	5	65	100	66
3 - 3 - Improve the overall efficiency of the license renewal process through increased online renewals.	1	#online license SM/#license SM	50	46	0	0	0	0	0	0	50	50

## Notes

3	3 - Only processed during first quarter.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
The state bar has been provided with the necessary funding for its operations for the fiscal year.	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
The Alabama State Bar has continued to implement and improve a consolidated fee and reporting statement which has increased fee payments paid online and streamlined the work process for the lawyers as well as staff members.	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	306 CHIROPRACTIC EXAMINERS BOARD
<b>Mission:</b>	Regulation and Licensure of Doctors of Chiropractic and non licensed clinic owners to protect the people of Alabama
<b>Vision:</b>	For the citizens of Alabama to receive professional, ethical and quality care in utilizing chiropractic services to maximize health benefits.
<b>Annual Goals</b>	
1	To receive, catalog, process and investigate complaints and determine if probable cause exist in 100% of the complaints received by 2016.
2	To increase the number of licensees to 2 per 10,000 persons while ensuring only qualified persons enter the profession.

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - (O1 - Quality)	1	percent	100	100	100	100	71		100	100	100	93
2 - (O1 - Quality)	2	number	1.63	1.63	1.60	1.60	1.75		1.85	1.76	1.85	1.76
3 - (O2 - Efficiency)	2	currency	41	41	95	95	101		65	81	290	319

# **Fiscal Year 2016 Quarterly Performance Report**

## **Notes**

1	To have a determination on if probable cause exists within 60 days of receipt for 100% of complaints received.
1	Qtr 1 - 2 complaints received and both had PC determination within 60 days.
1	O1 Qtr 2 - 6 complaints received and all had PC determination within 60 days
1	O1 Qtr 3 7 complaints received and 5 had PC determination within 60 days
1	O1 Qtr 4 7 complaints received and all had PC determinations within 60 days
2	To increase the number of licensees to 2 per 10,000 citizens by the end of 2016.
2	QTR 1 782 licensees and clinics equal 1.63 per 10,000 citizens
2	O1 Qtr 2 767 licensees and clinics equal 1.60 per 10,000 citizens
2	O3 Qtr 3 839 licensees and clinics equal 1.75 per 10,000
2	O1 Qtr 4 845 licensees and clinics equals 1.76 per 10,000
3	Maintain the cost per licensee / clinic owner at or below \$290.00
3	O2 Qtr 2 Maintain the cost per licensee / clinic owner at or below \$290.00
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
No	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
Replaced retiring full time ASA with 2 part time staff to reduce expenses. The Board continues to automate as many processes / applications as possible to reduce expenses.	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	307 SPEECH PATH & AUDIO EXAM BOARD
<b>Mission:</b>	To insure that Speech-Language Pathology and Audiology services are provided by qualified individuals.
<b>Vision:</b>	Licensure of all persons providing Speech-Language Pathology and Audiology services within our state.
<b>Annual Goals</b>	
1	To issue 95% of licenses within 45 days of receipt of completed application
2	Create a system to ensure that 12 continuing education hours are offered in the state

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To issue 95% of licenses within 45 days of receipt of completed application	1	percentage	.95	100	.95	100	.95	100	.95	100	.95	100
2 - Create a system to ensure that 12 continuing education hours are offered in the state	1	number of CEUs offered	2	0	2	1	2	0	2	2	6	3

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

None

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None

### Fiscal Year 2016 Quarterly Performance Report

Agency:	308 COSMETOLOGY BOARD											
Mission:	To protect the health of the public by licensing and regulating the practices of cosmetology and barbering.											
Vision:	To license efficiently, inspect regularly, and continue the growth of the cosmetology and barbering profession.											
Annual Goals												
1	To monitor the number of licenses issued in accordance with the law.											
2	To perform inspections of shops and schools and collect necessary fines.											
3	To monitor the number of exams for proper licensure.											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of licenses issued.	1	Number of licenses	5000	9945	5000	4580	5000	2534	5000	2330	20000	19389
2 - Number of inspections completed.	2	Number of inspections	1500	1292	1500	1532	1500	1585	1500	1360	6000	5769
3 - Number of fines collected.	2	Number of fines	50	32	50	53	50	28	50	25	200	138
4 - Number of exams given.	3	Number of exams	750	660	750	746	750	806	750	762	3000	2974
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

STAARS is a matter of great concern both time-wise and expense-wise. The excess data entry, number of different types of documents, training and testing put a tremendous strain on this agency. There are hidden costs included in the STAARS program which will continue for years to come.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We expect to propose an amendment to our law which will enable us to use an injunction against those who disregard paying administrative fines levied by the Board in sustaining recommendations of an administrative law judge. We will be increasing licensee fees in order to fund the agency costs associated with STAARS.



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	309 PLUMBERS & GAS FITTERS EXAM BD
<b>Mission:</b>	To serve the people of Alabama by fair regulation of the plumbing and gas fitting industries, and provide consumer protection.
<b>Vision:</b>	To ensure quality work is performed by certified individuals within the plumbing and gas fitting industries within the State of Alabama.
<b>Annual Goals</b>	
1	TO CONDUCT 80% JURISDICTIONAL ON-SITE CONSUMER COMPLAINT INSPECTIONS WITHIN 60 DAYS FROM THE DATE OPENED BY FY 2016
2	ENSURE COMPLIANCE WITHIN THE INDUSTRIES BY CONTACTING 3000 CERTIFIED INDIVIDUALS THROUGH ON-SITE INSPECTIONS BY FY 2016
3	ATTEND AND PARTICIPATE AT FOUR VENUES TO PROMOTE CONSUMER AWARENESS BY FY 2016

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - TO CONDUCT 80% JURISDICTIONAL ON-SITE INSPECTIONS WITHIN 60 DAYS FROM THE DATE OPENED BY FY 2016	1	%	0		0	0	0	0	0	0	80	100
2 - CONTACT 3000 CERTIFIED INDIVIDUALS THROUGH ON-SITE INSPECTIONS BY FY 2016	2	#	0		0	0	0	0	0	0	3000	7428
3 - ATTEND FOUR VENUES BY FY 2016	2	#	0		0	0	0	0	0	0	4	5

### Notes

1 One case was pending in court.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Our Agency had significant rule changes that will allow us to better protect the consumers of Alabama.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We implemented a new database that allow us to better service our licensee's and company's. In the future we will be replacing outdated computers and phone systems.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	310 STATE EMPLOYEES INSURANCE BD
<b>Mission:</b>	To establish a health insurance plan for employees of the State of Alabama and other plan members providing reasonable benefits and plan stability.
<b>Vision:</b>	To develop programs to foster a quality health care plan, improve the overall health of plan members, and control the cost of providing services for employers and plan members.

## Annual Goals

1	Operate an effective, efficient health insurance plan for active and retired State employees maintaining active employee and dependent payouts at no greater than 80%.
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## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain State employee active and family payouts at no greater than 80% of claims cost	1	% of claims paid for active employees and their dependents	80	77	80	76	80	75	80	76	80	76
2 - Increase State employee participation in health care alternatives.	1	% of primary enrollees in alternative plans	5	5.6	5	5.26	5	5.39	5	5.28	5	5.30
3 - Maintain State employee active participation in wellness screenings at 90%	1	% of active employees completing wellness screenings	30	17	20	19	20	25	20	30	90	91

## Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The agency continued to provide a valuable benefit to employees while seeking ways to reduce the cost to the State. Policy and budget decisions in a challenging economic environment have forced the agency to maximize every opportunity to reduce costs to maintain benefits.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency moved to change medicare retiree plans beginning 1-1-2017 to utilize other funding sources while maintaining benefits. Future years will require continuous study of all areas of health benefits to reduce costs.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	311 PROF ENGINEERS REGIST BOARD
<b>Mission:</b>	To protect the public by helping to safeguard life, health and property, and to promote the public welfare by providing for the licensing and regulation of persons in the practices of engineering and surveying, (Code Sec 34-11-30 et seq) (Governor's Priorities 1.,5)
<b>Vision:</b>	An agency that regulates the engineering and surveying professions fairly (equitably) while fore mostly serving the Alabama population.

**Annual Goals**

1	Resolve 75% if complaints within 6 months of receipt
2	Continue processing verification of licensure within 5 business days of receipt without additional personnel.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Quality - %of investigations completed within 6 months	1	%	75	33	75	38	75		75	70	75	43
2 - Efficiency - Increase the number of complaints handled without increasing the number of investigators/enforcement personnel.	1	#	25	2	25	4	25		25	3	25	9.1
3 - Quality - % completed within 5 business days.	1	%	90	100	90	100	90		90	99	90	99.5

**Notes**

1	3rd Quarter Actual: 31
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3	3rd quarter actual: 99
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Agency was fully funded which has allowed our accomplishments.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Verifications now being done electronically. For verifications to be completed on individuals who have had previous verifications, the information is prepopulated from the previous verification. Individuals only need to verify the information and update where necessary instead of completing an entire form each time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	312 ETHICS COMMISSION
<b>Mission:</b>	To ensure that public officials are independent and impartial; that decisions and policies are made in the proper government channels; that public office is not used for private gain; and that there is public confidence in the integrity of government. (Code of Alabama, 1975, Section 36-25-4, 5 and 7).
<b>Vision:</b>	To ensure that no public official or public employee uses his/her political position for private gain whether monetary or otherwise.
<b>Annual Goals</b>	
1	Obtain 92% of required filings for Statements of Economic Interests Forms through online web application.
2	Maintain 94% of Lobbyists' Registrations through online web application.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase percentage of online submissions	1	% of online submission	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	92%	90.85%
2 - Maintain/Increase percentage of online registrations	2	% of online submissions	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	=>94%	95.48%

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
Due to our conservative spending and establishing a rollover, we were able to accomplish most of our goals even though we appropriated approximately \$100K less than 2015.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
No improvement suggestions at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	315 FORESTERS REGISTRATION BOARD
<b>Mission:</b>	To administer a licensing and regulatory program for the practice of forestry in order to benefit and protect the public. (Ala. Code 34-12)
<b>Vision:</b>	A premier board, recognized for overall excellence and for providing balanced service to both the public and the regulated community.
<b>Annual Goals</b>	
1	Maintain cost per licensee at or below \$200 through 2016

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Cost per licensee	1	\$	\$50	32	\$50	\$32	\$50	\$31	\$50	28.00	\$200	\$125.00

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No affect

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Board reviewed all administrative rules and made changes as necessary.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	316 FUNERAL SERVICES BOARD
<b>Mission:</b>	The Board seeks to promulgate and enforce rules and regulations for the betterment and promotion of the standards of service and practice to be followed in the funeral service profession in the State of Alabama as it may deem expedient and consistent with the laws of this state and for the public good.
<b>Vision:</b>	To raise the standard of transparency dealing with the public and licensees within the profession of funeral service.
<b>Annual Goals</b>	
1	Upgrade Computer system
2	Online Complaint form either upload or adobe
3	Real Time online License Verification
4	Update RDA to include electronic Records
5	Improve ALFS and continue goal to paperless system

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Upgrade Computer system	1	%	100		0		0	100	0	100	100%	
2 - Online Complaint form either upload or adobe	2	%	50		50		0	100	0	100	100%	
3 - Real Time Online License Verification	2	%	25%		25%		50	100	0	100	100%	
4 - Update RDA	4	%	0		50%		50%	0	0	0	100%	

### Notes

4 New software system installed the end of June. RDA will be updated once the staff is familiar with the new system and it is better understood how the RDA needs to be updated.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No effect

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency its license system to allow for real time information verification by the consumer and to to further advance the agency to a paperless system. The Board is currently doing a law review to determine what items need to be address or updated to better serve the consumer.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	317 SOCIAL WORK EXAMINERS BOARD
<b>Mission:</b>	The mission of the Board of Social Work Examiners is to ensure social work practices offered to Alabama citizens are utilizing the highest standards possible.
<b>Vision:</b>	To assist social workers in providing necessary services to Alabama citizens.

**Annual Goals**

1	Encourage and promote on-line renewals for social workers
2	Encourage and promote on-line applications for exam and reciprocity

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - to achieve 90% on-line license and certification renewals saving time, resources and processing cost.	1	on-line renewals	675	629	625	558	600	618	700	571	2600	
2 - to achieve 90% on-line applications process for exam and reciprocity saving time, resources and processing cost	1	on-line applications	250	172	300	189	325	574	600	236	1475	

**Notes**

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	318 INTERIOR DESIGN REGIST BOARD
<b>Mission:</b>	Regulate and license individual's practice of Interior Design and the use of the title "Registered Interior Designer"
<b>Vision:</b>	Dedicated to strengthening the profession of interior design and providing support to Registered Interior Designers in the state of Alabama

<b>Annual Goals</b>	
1	Communicate with Registered Interior Designers in the state regarding requirements to maintain their registration.
2	Keep administrative costs below \$160 per registrant throughout 2016FY.
3	Improve and expand on our current endeavors to communicate to students in CIDA accredited programs about professional responsibilities and opportunities in becoming a Registered Interior Designer after college graduation.

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Encouraging renewals and applications for registration by Registered Interior Designers by ensuring that registrants are aware of current procedures for registration and renewals.	1	Increase membership	260	252	265	247	270	248	275		275	
2 - Maintain annual administrative costs per licensee.	1	expenditures divided by number of registrants	40	35.00	40	40	40	40	40		160	
3 - Visit CIDA accredited programs in the State and meet with Junior/Senior level classes for registration presentation.	1	Visit one campus per quarter.	1	1	1	2	1	1	1		4	

## Notes

1	*estimate will correct in quarter 2
2	*estimate will correct in quarter 2
2	estimate will correct in quarter 3. This is due to the reports not being available on the info-advantage computer system
2	estimate, report not available on infoadvantage
3	*estimate, will correct in quarter 2



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	319 COMMISSION ON HIGHER EDUCATION
<b>Mission:</b>	To analyze and evaluate on a continuing basis the present and future needs for instruction, research and public service in postsecondary education in the state, including facilities, and assess the present and future capabilities.
<b>Vision:</b>	To maximize the quality of life and economic earning potential of all citizens by providing access to highly diversified, affordable postsecondary educational opportunities.

<b>Annual Goals</b>	
1	To provide the citizens of Alabama with access to quality postsecondary education opportunities.
2	To continue to enhance and expand data gathering and dissemination mechanisms.
3	To prepare a consolidated budget document containing budget recommendations for separate appropriations to each public institution of higher education as well as recommendations for other higher education-related programs addressed in the Education Trust Fund Budget.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Public Institutions: To ensure quality instruction for the citizens of Alabama by reviewing instructional items per Commission adopted criteria.	1	Number of instructional items reviewed	35	44	30	33	35	45	30	57	130	179
2 - Non-Resident Institutions: To provide Alabama students with access to quality postsecondary offerings from non-resident institutions.	1	Number of institutions reviewed	25	38	25	23	25	11	25	22	100	94
3 - To collect and process student database submissions.	2	Number of database submissions	40	40	40	46	0	0	80	91	160	177
4 - To submit a Consolidated Budget Recommendation for consideration by the Governor and the Legislature.	3	Completed Consolidated Budget Recommendation	1	1	0	0	0	0	0	0	1	1

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Legislation passed during the 2015 Regular Session related to reciprocity agreements between states for the delivery of college level coursework and programs led to the Commission being designated as the state portal for Alabama's participation in the National Council for State Authorization Reciprocity Agreements (NC-SARA) initiative. Alabama was approved for participation in NC-SARA and the process became operational in January of 2016. This program will have a long-term impact on the review of non-resident institutions operating in Alabama.

Also the implementation of STAARS had a major impact on the agency. The required training courses created work load issues with the Accounting staff as they attempted to attend courses as well as continue to perform their day-to-day work. In addition, the agency was required to develop a vouchering/invoicing system for our student financial aid programs, which could interface with STAARS. This effort created resource demands (human and financial) on the entire agency, but particularly on the IT, Accounting and Grants departments.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

As part of the STAARS system, staff developed a new vouchering/invoicing system for our student financial aid programs. This new system is more efficient. The agency also continues to make improvements to the electronic student unit record system in terms of data reported, as well as the process of collecting and disseminating the information.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	320 HISTORICAL COMMISSION
<b>Mission:</b>	Foster the protection, preservation and interpretation of Alabama's historic places (Code of Alabama 41-9-240 et. seq; National Historic Preservation Act of 1966, as amended).
<b>Vision:</b>	Lead in the protection, preservation and interpretation of Alabama's historic places.
<b>Annual Goals</b>	
1	Maintain number of times constituents, general public and school students are served through the following AHC administered programs: National and Alabama registers, Cemetery, Survey, Environmental Review, Federal and State Preservation Tax Credits, Technical Preservation, Grants, Main Street, Certified Local Government, Archaeology, Historic Marker, Public Programs, Rosenwald Schools, Media and Publications, Public Information, Easements, Architectural History, and Historic Site Programs during FY 2016.
2	Increase by 5% number of historic structures and archaeological sites affected by AHC administered programs during FY 2016 (17,434 to 18,241).
3	Increase by 5% number of visitors at AHC-owned historic sites during FY 2016 (272,095 to 285,700).
4	Preserve, maintain and interpret AHC-owned historic sites and structures including support structures at historic sites.

**Fiscal Year 2016 Quarterly Performance Report**

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Requests for Information, Draft Nominations Reviewed, Participants in Programs, Workshops, Annual Conference, Black Heritage Forum, Site Visits/Meetings, Certificates Issued, Permits Issued, Preservation Report Recipients, Positive Media Stories, Technical Assistance, and Historic Marker Applications Reviewed.	1	Number of Times Constituents and Public are Served	20,012	30333	40,864	26,491	15,470	40,722	15,462	16,301	91,808	113,847
2 - Number of Buildings Surveyed, Records Digitized, Properties Included in National and Alabama Register Nominations, National Register Determinations of Eligibility, Cemeteries Surveyed/Registered and Permits Issued, Preservation Federal Tax Credit Applications Forwarded to National Park Service, Rehabilitation Plans Reviewed, Federal Grant Applications Reviewed, Buildings Locally Protected through Certified Local Governments, Archaeology Assistance, Historic Markers Erected, Rosenwald Schools Identified, New Easements and Inspections, and Architectural History On-Site Field Work. Number of Alabama Historic Preservation Tax Credit applications, Part C, reviewed for completed work. Number of buildings locally protected are reported in quarterly numbers but are counted once in annual target total.	2	Number of Historic Structures and Archaeological Sites Affected	15,791	16157	15,884	15,919	16,094	16,726	16,510	16,308	18,241	16,302
3 - Increase Number of Visitors at AHC-Owned Historic Sites.	3	Number of visitors at Historic Sites	51,588	68747	66,465	77,744	87,288	110,067	80,359	62,209	285,700	318,767
4 - Maintain and Improve AHC-Owned Structures. Square Feet - noncumulative	4	Square Feet - noncumulative	463,065	463094	463,065	465,027	463,065	464,798	463,065	466,759	463,065	466,759
5 - Manage and Improve AHC-Owned Land.	4	Acres - noncumulative	1,622	1663.1	1,622	1,663.1	1,622	1663.1	1,622	1,958.82	1,622	1,958.82

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The reduction in General Fund appropriation exacerbates an existing deficit in the AHC's budget. AHC is dependent upon reserves to operate. These reserves will soon be depleted. Also the problems with the completion of the 2015 CAFR has put the AHC in danger of not receiving federal funds from the National Park Service.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

STAARS has put an additional financial burden on AHC. Also the implementation of STAARS was a burden on the employees and vendors of the State of Alabama. The administrative rule process is not geared toward a commission that meets once a quarter to take the actions required in the process.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	322 LANDSCAPE ARCHITECT EXAM BOARD
<b>Mission:</b>	The mission of the Board is to protect the health, safety, and welfare of the people of Alabama by adverting the improper design of public domain landscape infrastructure by inexperienced individuals.
<b>Vision:</b>	Envision a Landscape Architects profession that serves the people of Alabama with great skill.
<b>Annual Goals</b>	
1	To properly edcuate the industry that a license is needed to conduct this type of service in Alabama.

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of test administered	1	#	3	4	3	5	3	5	3	4	12	18
2 - # of applications reviewed: reciprocal, reinstatment or new	1	#	4	4	4	275	4	7	4	5	16	291

## Notes

2	All files were reviewed by the new board administrator.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
There were not any.	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
Nothing at this time.	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	323 LIQUEFIED PETROLEUM GAS BOARD
<b>Mission:</b>	To regulate and enforce the LP-gas safety codes and regulations in the handling, distribution, transportation, storage and installations of LP gas for the protection of health and safety of the public and users of LP gas.
<b>Vision:</b>	Performance of compliance inspections to ensure the safety of wholesalers, retailers and the general public in the use, handling, and installation of LP-gas systems.
<b>Annual Goals</b>	
1	Inspections, investigations, reports and condemnations
2	Re-inspections of reported corrections increases

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of inspections, investigations, reports and condemnations	1	Number	480	581	490	510	690	713	740	632	2400	2436
2 - Number of re-inspections	1	Number	75	79	75	75	75	73	75	73	300	300

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The policy decisions and budget determinations made by the governor and legislature were adequate for the Liquefied Petroleum Gas Board to meet its objectives.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are working with Information Services Division (ISD) to develop new licensing and inspection software to increase efficiency for customers and the effectiveness of our agency.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	324 GENERAL CONTRACTORS LIC BOARD
<b>Mission:</b>	To safeguard life, health, and property and to promote the general public welfare by requiring that only properly qualified persons be permitted to engage in general contracting.
<b>Vision:</b>	To be an agency that assures that general contractors possess the financial ability, knowledge, skills and abilities needed to provide the general public with professional services and products.

#### Annual Goals

- |   |   |
|---|---|
| 1 | To verify and process renewals and new applications, so that our Agency meets our Mission and Vision. |
|---|---|

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of renewal forms processed	1	# of renewal forms	2360	2330	1080	1208	2900	2922	2840	2660	9180	9120
2 - Number of new applications processed	1	# of new applications	270	217	240	265	260	255	270	264	1040	1001

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The FY 17 budget submitted to the Governor was approved without any changes. We will continue to strive to maintain our Mission and meet our goals for FY17.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We did not make any changes this year, but we have plans to staff and continue to meet our goals for FY2017



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	325 NURSING BOARD
<b>Mission:</b>	To safeguard and promote the health, safety and welfare of the public through licensing and approval of qualified individuals and adopting and enforcing legal standards for nursing education and nursing practice.
<b>Vision:</b>	The Alabama Board of Nursing strives to promote and safeguard the health of the public through regulatory excellence.
<b>Annual Goals</b>	
1	To have more efficient and effective licensing processes so that 95% of all licensing functions can occur electronically by 2017 and to ensure that 100% of non-eligible applicants are not licensed.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To have 95% of all licensing transactions occur electronically by 2017	1	%	95	98	95	93.3	95	94.5	95	95.9	95	95.4
2 - For 100% of a random sample of newly issued licenses to meet ABN requirements.	1	%	100	100	100	100	100	100	100	100	100	100

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

ABN was allocated enough funds to operate and effectively give scholarships.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

ABN continues its quest to have all licensing transactions occur electronically. We have streamlined some of our processes, and will continue the process of streamlining more.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	326 NURSING HOME ADMIN EXAM BOARD
<b>Mission:</b>	To examine and license nurisng home administrators and to enforce the rules against illegal practice of nurisng home administration in Alabama.
<b>Vision:</b>	We envision a nursing home administration profession that serves the people of Alabama with great skill and without abuse of its position.
<b>Annual Goals</b>	
1	To be an efficient and effective Board and be responsible to the licenses and the pubic.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process renewals on a timely basis (within 30 days of receipt).	1	#renewals processed/#renewals received	98%	99%	98%	98%	98%	100%	98%	99%	98%	99%

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The monies allocated to the Board allowed for effective and efficient operations.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Board updated its rules in 2016 and plans to upgrade its computer system in 2017 to allow for online renewals and a more consumer friendly website.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	327 SURFACE MINING COMMISSION
<b>Mission:</b>	To encourage the production of coal in the State of Alabama and to ensure the reclamation of all surface coal mined lands in accordance with AL Code 9-16-70 through 9-16-107
<b>Vision:</b>	Coal mining in Alabama will not result in adverse impacts to the enviroment, property or the public.

#### Annual Goals

- |   |   |
|---|---|
| 1 | Have permitting and licensing processes on-line. 100% of applications to be submitted electronically. |
|---|---|

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Have permits and license applications submitted electronically.	1	Percentage	100%		100%	85%	100%		100%		100%	

#### Notes

- |   |  |
|---|--|
| 1 | The majority of the agency's permits and license are renewed in the 2nd quarter of the fiscal year. Many permit and license holders do not comply with our demand that they submit their renewals electronically. However; we have made electronic renewals a requirement and we have made updates to our online process to make it more accessible and user friendly. |
|---|--|

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	328 PEACE OFFICER ANNUITY & BENEFIT
<b>Mission:</b>	The Board of Commissioners manage a Fund established to provide retirement, disability, and death benefits to peace officers with the powers of arrest in Alabama (Ala Code 36-21-60)
<b>Vision:</b>	The Board of Commissioners project a program which is adequately funded and able to pay the expected member benefits.

#### Annual Goals

1	Increase Administrative Spending(0554) by a total of no more than 38% through FY 2016( 7% for the first 4 years and 10% for FY 2016)
2	*

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To not have an increase of more than 10% in 0554 on a fiscal year basis.	1	%	25	*	25	193	25	1789	25	5100	10	28.53

#### Notes

1	The marked increase is due to the manner the Fund is paying for our investment costs, being billed through the accounting system, versus being charged internally. The Fund is realizing a net savings even though it seems otherwise. Also, the charge for STAARS is being reflected in this and future quarters as a current expense and encumbrance, as well as Investment Advisory costs.
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The continued increase in Comptroller Fees, required STAARS payments, and other costs incurred by the Fund have added to the bottom line. We appreciate our budget passing and will continue to do the best we can in the environment in which we operate.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Fund continues to be a good steward of the member's funds and hopes to again be active in the 2017 Legislative session to create revenue.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	329 PHYSICAL FITNESS COMMISSION
<b>Mission:</b>	To administer the functions and programs which are to promote, improve and provide the physical fitness and health of the residents of Alabama.
<b>Vision:</b>	Increase the number of participants in all of our programs by providing free education materials and training additional volunteers to work with all existing programs and new ones we are hoping to start.
<b>Annual Goals</b>	
1	To provide resources to residents of Alabama regarding the importance of physical fitness and daily physical activity.
2	To promote participation in the Alabama Senior Games and Masters Games for anyone age 50 years and over to encourage physical fitness and physical activity.
3	To promote and encourage more participation in the Annual Employee Fitness Day Walk at the State Capitol.
4	To forge partnerships with other organizations in an effort to increase awareness of the importance of physical fitness and daily physical activity for Alabamians of all ages.
5	To continue to supply schools throughout Alabama with Governor's (Highest Fitness) and Superintendent's (Healthy Fitness) Physical Fitness Award certificates and magnets and to encourage increased participation by recognizing Physical Fitness State Champions around the state each Spring.
6	To attend events in which the agency's goal of physical fitness, daily physical activity, decreased obesity and decreased obesity related health problems can be achieved.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - free resources	1	resources	2		2		2		2		8	
2 - Senior and Masters Games	2	participants	100		0		500		50		650	
3 - Fitness Day Walk	3	participants	0		0		500		0		500	
4 - Partnerships	4	partnerships	1		1		1		1		4	
5 - Physical Fitness Awards	5	certificates	0		0		17,500		0		17,500	
6 - Attend Events	6	events	2		2		2		2		8	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	330 OFFICE OF PROSECUTION SERVICES
<b>Mission:</b>	To provide professional services to District Attorneys according to Section 12-17-230.
<b>Vision:</b>	Enable OPS to streamline all services to the District Attorneys by utilizing future technological equipment upgrades.
<b>Annual Goals</b>	
1	to provide logistical and prosecutorial support to DAs and other law enforcement with crimes involving computers through the continued effort of the computer forensic lab.
2	to provide professional services and money management to the District Attorneys

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - train law enforcement to enhance response to computer/digital evidence as well as other legal issues.	1	number filed	100		1	125	100	200	100	100	400	525
2 - Conference, training, and education	1	number filed	5		5	6	5	5	5	2	20	17
3 - payrolls	2	number	308		264	264	264	264	220	220	1056	1056
4 - publication - The Prosecutor	2	numbe	1		1	1	1	1	1	1	4	4

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Office of Prosecution Services organizes many conferences as well as additional training seminars for various groups involved in the criminal justice system. However, with additional resources we would be able to provide additional training to better serve district attorneys throughout the state.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

OPS has established the Restitution Recovery Initiative for Victims in Alabama. The RRIVA program has established dockets in which cases that have been turned over to a district attorney's restitution recovery units are placed on a pay-due RRIVA docket for enforcement and collection of court ordered money. Increased funding would allow OPS to provide additional services to district attorney's offices and thus victims.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	331 PSYCHOLOGY EXAMINERS BOARD
<b>Mission:</b>	To provide an efficient and effective system of regulating the practice of psychology. Governor's Priority #1
<b>Vision:</b>	We plan to increase the efficiency of the agency by utilizing electronic opportunities for communication with licensees instead of paper mail whenever possible
<b>Annual Goals</b>	
1	To Process 1162 Renewals
2	To Process an Average of 85 Applications
3	To Review an Average of 85 Applications
4	To Issue an Average of 85 Licensees
5	To Investigate an Average of 16 Complaints Against Licensees
6	To Investigate an Average of 4 Complaints Against Licensees

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Process License Renewals	1	License	1162	1081	0	1	0	0	0	0	1162	1082
2 - Process Applications for Licensure	1	Application	22	9	21	6	21	11	21	22	85	48
3 - Review Completed Applications for Licensure	1	Application	22	13	21	16	21	3	21	12	85	44
4 - Issue Licenses	1	License	22	11	21	17	21	10	21	10	85	48
5 - Perform Investigations of Consumer Complaints Filed Against Licensees	5	Complaint	4	7	4	1	4	4	4	7	16	19
6 - Perform Investigations of Consumer Complaints Filed Against Unlicensed Individuals	5	Complaint	1	0	1	0	1	0	1	1	4	1

Fiscal Year 2016 Quarterly Performance Report

Notes

2 Process Applications for Licensure Actual 1st Qtr = 19 / Reported 9 / Added 10 to 4th Qtr to correct yearly total.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Pursuant to Act 2016-256 : #LRS2016-2432, a Legislative Reference review of certified rules of the Alabama Board of Examiners in Psychology cost this agency \$1300.00.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Inactive status is now an option for psychological technicians. This option has a positive financial impact on licensees who hold an existing license number without the expense of license renewal/continuing education fees annually. In February, 2017, the agency plans to move to the RSA Union building so that we may utilize resources that are available on State campus.



# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	332 TOURISM
<b>Mission:</b>	The 1951 legislation give the agency "exclusive power and authority to plan and conduct all state programs....to attract tourist to Alabama"
<b>Vision:</b>	To be recognized by the marketplace as on of the region's premier travel organizations

<b>Annual Goals</b>	
1	To increase travelers' expenditures in Alabama by 25% over the next 5 years

## Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Monitor web visits to Agency Website	1	Website visits	250000	300864	350000	390319	500000		600000	551984	1650000	1711290
2 - Assist travelers' visiting the State Welcome Centers	1	Each visit	200000	223665	225000	205342	250000		300000	343947	975000	1102881

## Notes

1	3rd qtr results should be 468,123 and was not entered into the system and is now locked.
2	3rd qtr results should be 329,927 for the second objective and was not entered into the system and is now locked.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Shifting money from our dedicated funding source hurt our grant program and limited the money that we were able to give back to the Alabama Tourism partners through out the State.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have added additional staff to help with the newer digital marketing trends and see this as a valuable service that we will be able to help our industry partners in the years to come.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	333 REAL ESTATE COMMISSION
<b>Mission:</b>	To serve the public through the licensing and regulating of real estate licensees.
<b>Vision:</b>	To ensure excellence in the real estate profession.
<b>Annual Goals</b>	
1	To protect the public by auditing 575 real estate companies per year by 2020.
2	To protect the public by auditing 100 schools per year offering non-college credit courses and instructors actively teaching by 2020.
3	To enhance communication with stakeholders (licensees, education providers, and consumers) by making at least 55 points of contact on average with targeted groups per year by 2020.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Auditors will complete 575 audits.	1	Number of Audits	150	114	153	147	140	123	147	180	590	564
2 - At least 90% of complaints concluded in the prior quarter will be investigated and probable cause determined within 90 days of receipt complaint.	1	Percentage of Complaints Investigated Within 90 Days	90	98	90	96	90	100	90	93	90	97
3 - Auditors will have completed 85 education audits.	2	Number of Audits	10	11	20	26	25	28	30	22	85	87
4 - Make at least 55 points of contact on average with targeted groups per year.	3	Number of Points of Contact	13	20	13	23	13	25	14	27	53	95

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

I don't know if this is a policy decision or not, but not allowing the auto lease program through Fleet Management at DOT that had been promised for the last 3 years is disappointing. This would have saved our agency money as we could have leased 3 cars for the cost of purchasing one. Fleet Management was never able to get this program approved. Too bad. The program Mr. Bradley had developed would have saved money for many state agencies. It is hard to understand why cost saving measures that make sense cannot become reality.

The passage of legislation to provide for FBI criminal background checks in addition to the background checks through ALEA has helped the Commission to accomplish our goal of issuing licenses only to qualified persons and to protect the public. We commend the legislature and express appreciation for moving this bill through and to the Governor for signing it into law.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Commission implemented a new imaging system to secure the records of the Commission. We did this in conjunction with an RFP put out by ISD to eventually obtain Laserfische. While still expensive, it was more cost effective than putting out an RFP and bearing all the costs. Other state agencies are using this system and the price will decrease for all users as more come on board.

In 2016 the Commission began implementation of a new software system that was long overdue. The twenty year old system we had could no longer accommodate our needs. This implementation will continue through 2017 but should serve us well for many years to come.

Our current initiative for now and the future is to add more consumer resources to our website. We are in the process of developing a consumer guide to buying and selling real estate that will be ready in FY17. Also to aid consumers in the selection of a school where they can take their real estate prelicense course, we have added school performance statistics so consumers can best choose a school that meets their needs.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	334 VET MEDICAL EXAMINERS BOARD
<b>Mission:</b>	To serve & protect the people of Alabama by examining, licensing and monitoring veterinary medical professionals to insure a high standard of integrity and skill and to prosecute all illegal practices of veterinary medicine (Code Sec. 34-29-60 ert. seq.)
<b>Vision:</b>	We envision a veterinary profession that serves the people of Alabama with excellence in ethics and medical accountability.
<b>Annual Goals</b>	
1	Maintain cost per veterinary and licensed veterinary technicians license through FY 2017

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Cost per veterinary license issued	1	\$	1500	1557	300	38	200	49	200	4	2200	1648
2 - Cost per licensed veterinary technicians issued	1	\$	250	277	50	11	25	5	25	2	350	295
3 - Cost per Premise Permit issued	1	\$	550	568	25	19	15	6	10	10	600	603

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

It has not affected our Agency.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	335 PEACE OFFICER STANDRDS & TRAIN
<b>Mission:</b>	To Serve the Citizens of Alabama and anyone that may be in Alabama by providing a certified law enforcement academy program that produce the finest Law Enforcement Officers in the Country.
<b>Vision:</b>	Serve the people by providing a certified law enforcement academy program that insures the proper training and certification of our Officers. While insure that all cost effective measures are used.

<b>Annual Goals</b>	
1	Process all Law Enforcement Officer applications so that the training academies start on schedule.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Academies starting on schedule	1	Missed Starts	0	0	0	0	0	0	0	0	0	0

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

None

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	336 SECURITIES COMMISSION
<b>Mission:</b>	The Commission is responsible for the enforcement of laws governing the registration of broker dealers, broker dealer agents, investment advisors, investment advisor representatives and the issuance, sale and other transactions relative to securities, industrial revenue bonds and the sale of checks.
<b>Vision:</b>	To promote an investment community that serves the people of Alabama without fraud or abuse and preserves Alabama's capital markets.

<b>Annual Goals</b>	
1	Complete all securities registration filings within statutory time frame by 2016.
2	Annually conduct a total of no less 48 routine and for-cause audits of investment advisers, broker dealers and sale of checks registrants.
3	Resolve enforcement cases within an average of 18 months of receipt by 2016.
4	Maintain the average number of investor education and fraud prevention outreach events provided in a fiscal year to citizens of Alabama through FY 2016.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Issue securities registrations where appropriate for complete applications or issue deficiency letters within five business days of receipt.	1	% of applications processed within time frame	90%	100%	90%	100%	90%	100%	90%	100%	90%	100%
2 - Number of audits conducted.	2	# of audits conducted	12	12	12	16	12	15	12	14	48	57
3 - Maintain average time to resolve cases.	3	average months in which enforcement cases are resolved.	na	na	na	na	na	na	na	na	18	13.4
4 - Maintain the number of educational activities (i.e., meetings, workshops, events, website upgrades) per year.	4	# of events that ASC provides or participates in	na	na	na	na	na	na	na	na	71	78

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

General Fund uncertainty and revenue shortfalls continue to deter Government functionality. Concern over continued budget issues creates an atmosphere in which attempts to introduce and pass meaningful legislation are severely impeded. Budget uncertainty may deter agencies from entering into any long term financial commitments, regardless of financial return or public benefit.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

1. It appears that the SEC may again raise the threshold of assets under management (AUM) delineating the line between Federal and State regulation of Investment Advisors (IA). Currently, the threshold is \$100,000,000, with IA's having AUM of greater than \$100 mm regulated by the Federal SEC and those with less, regulated by the States. The anticipated change will raise the threshold to between \$150 and \$250 mm.

The threshold shift will substantially increase the number of advisors regulated by the State. Moreover, IA's with larger AUM have access to increasingly more complex financial products and audits related to larger IA's will take more time and expertise to accomplish. As a result, the Examination/Auditing division of the commission staff may require additional personnel and training.

2. Sale of Checks Act (Money Transmission) Revision. As new money transmission products and methods have been, and continue to be, developed, including new innovations such as cryptocurrency, the current Sale of Checks Act has become very outdated and does not provide adequate protection to consumers in the evolving market place of money services. The ASC has reviewed model money transmitter legislation and the New York Cyber Currency law and is drafting legislation to be introduced to better address regulatory practices and consumer protection. This legislation should be ready for the next regular legislative session.

3. Dealer and Investment Adviser Immunity for Senior Transactional Protection. The ASC, in conjunction with DHR, assisted in the drafting of legislation to provide qualified immunity to broker-dealers and investment advisers who, for valid reasons, delay or refuse transactions which appear to be the subject of either undue influence, financial exploitation or fraud against seniors and others of potentially diminished mental capacity. The legislation was introduced and passed during the 2016 Regular Legislative Session and was signed by the Governor. The law went into effect on July 1, 2016.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	338 SOIL & WATER CONSERVATION COMM
<b>Mission:</b>	To conserve, protect, and enhance Alabama's natural resources in a manner that encourages a sustainable & healthy environment which promotes responsible stewardship of those resources. AL Code 1975-8-21
<b>Vision:</b>	To become a recognized leader in natural resource management resulting in a quality environment and an improved quality of life for the citizens of Alabama.

#### Annual Goals

1	Assist local councils to identify, address, and solve challenges to sustain and improve quality of life in their communities
2	Administer in an effective and timely manner federal and state grants/program for natural resource protection
3	Provide effective personnel and administrative support for the soil classifiers program
4	Renewals are due every two years. FY 16 is the renewal year. Some will be processed during the first QTR of FY 17.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1. Assist local councils with grants	1	\$\$\$	670889	670889	670889	670889	670889	670889	670888	670555	2683555	2683555
2 - 2. Provide effective admin support with grants from ADEM, NRCS, US Fish & Wildlife, USDA Forest Service, etc.	2	\$\$\$	320000	285890	320000	293465	320000	374007	320000	307123	1280000	1260485
3 - 3. Provide payments to grantees from ADEM, NRCS, US Fish & Wildlife, USDA Forest Service, etc.	3	number	250	236	235	122	235	156	230	177	950	691
4 - 4. Process renewals & new applicants for the soil classifiers program	3	number	40	0	10	0	2	0	0	0	52	0

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No complains

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are trying to get with the Federal government ADEM (NRCS) to request additional funding for this agency to provide more grants to the local farmers and to protect the natural resource for the state of Alabama.



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	340 PHYSICAL THERAPY BOARD
<b>Mission:</b>	To assure the public access to competent practice of physical therapy services (Code of AL, 34-24-190)
<b>Vision:</b>	To ensure access to excellent Physical Therapy services to all citizens in Alabama.
<b>Annual Goals</b>	
1	ISSUE 100% OF LICENSES WITHIN 3 DAYS OF RECEIPT OF COMPLETION OF LICENSURE REQUIREMENTS BY 2017
2	ISSUE 100% OF LICENSE VERIFICATION REQUESTS WITHIN 24 HOURS OF RECEIPT OF REQUEST BY 2017

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - ISSUE 99% OF LICENSES WITHIN 3 DAYS OF RECEIPT OF COMPLETION OF LICENSURE REQUIREMENTS	1	% OF LICENSE ISSUED WITHIN 3 DAYS OF RECEIPT OF COMPLETION OF LICENSURE REQUIREMENTS	99%	100%	99%		99%	100	99%	yes	99%	
2 - ISSUE 99% OF LICENSE VERIFICATION REQUESTS WITHIN 24 HOURS OF RECEIPT OF REQUEST	2	% OF LICENSE VERIFICATION REQUESTS ISSUED WITHIN 24 HOURS OF RECEIPT OF REQUEST	99%	100%	99%		99%	100	99%	yes	99%	

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We have not had any changes.

Fiscal Year 2016 Quarterly Performance Report												
<b>Agency:</b>	343 COUNSELING EXAMINERS BOARD											
<b>Mission:</b>	To protect the welfare and interest of the public receiving mental health counseling services through oversight of statutes regulating licensed counselors and to investigate, review and resolve complaints.											
<b>Vision:</b>	We will serve the people of Alabama by promoting a high standard of mental health services through required continuing education in ethical studies.											
<b>Annual Goals</b>												
1	Resolve 50% complaints within 180 working days of receipt by FY17											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Percent of complaints resolved	1	Percent	15	0	20	0	30	33	40	0	50	50
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
Not affected
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Anticipate hiring additional personnel. Number of licensees continues to increase.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	344 POLYGRAPH EXAMINERS
<b>Mission:</b>	Examine and regulate polygraph examiners and enforce the code of Alabama to protect the citizens of Alabama.
<b>Vision:</b>	Maintain the highest standards for polygraph and polygraph examiners
<b>Annual Goals</b>	
1	1 - Number of licenses issued
2	2. Number of examinations administered
3	3. Cost of License per examiner

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of licenses issued	1	each	35	38	5	6	3		72	53	115	97
2 - number of examinations administered	2	each	4	0	2	1	2		2	0	10	2
3 - 3 Cost of License per examiner	2	each	0	0	0	0	0		0	\$134.20	135.00	134.20

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The upgrading of the State's financial has placed a additional financial burden on the Board to see that its employee has received all of the proper training.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Board need to increase their fees which have not been increased in 25 years. This increase must be introduced to the legislature in a bill and passed by the legislature for the increase to become effective.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	345 HEATING, AC, REFRIG CONTRAC BD
<b>Mission:</b>	To protect the public by certifying and regulating qualified contractors and enforcing the rules and regulations.
<b>Vision:</b>	Becoming the leader in establishing industry standards to insure the safeguard of the general public to all types of health, safety and welfare conditions.
<b>Annual Goals</b>	
1	To provide services on-line so that 83 percent of license renewals are processed via the web by 2016
2	To conduct 93 percent of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by 2016

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of renewal applications processed online	1	percent of applications	0	0	0	0.0	0	0	0	0	83	80
2 - To conduct 93% of jurisdictional on-site Consumer Complaint inspections within 60 days from the date opened by FY 2016	2	percent conducted	0	0	0	0.0	0	0	0	0	93	96

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Changes in administrative procedures were requested during the Legislative Session and were enacted.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

This Board is in the process of implementing a new software database to handle all facets of licensing contractors. Advertising the need to hire licensed contractors and establishing an identity with the general public remains a key goal for this Board.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	346 PUBLIC EDUC EMP HEALTH INS BD
<b>Mission:</b>	To provide health insurance benefits in accordance with Code of Alabama 16-25A-1 et. Seq. that help attract and retain public education employees
<b>Vision:</b>	To provide health insurance benefits in the most cost-effective manner

**Annual Goals**

- |   |   |
|---|---|
| 1 | Provide benefits eligibility management for PEEHIP Benefits |
|---|---|

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To maintain eligibility for active PEEHIP members	1	Number of Active Members	99,000	98,449	99,000	98,117	99,000	95,901	99,000	97,009	99,000	97,369
2 - To maintain eligibility for retired PEEHIP members	1	Number of TRS retired members with Hospital Medical Coverage	62,500	64,629	62,500	64,367	62,500	65,778	62,500	65,604	62,500	65,095

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

n/a

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

n/a

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	347 AGRICUL & CONSERV DEVELOP COMM
<b>Mission:</b>	To provide for the restoration & conservation of Alabama's soil & water resources
<b>Vision:</b>	Increase conservation practices on private lands which will yield public benefits for a cleaner environment.
<b>Annual Goals</b>	
1	To provide timely, accurate eligibility determination, technical assistance and payments for completed practices
2	2. Provide Grants for the Private Landowners

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Provide TSP and payment for completed practice	1	number	35	14	30	0.00	40	0	40	0.00	145	14
2 - 1. Provide grants for Landowners	1	\$\$\$	96500	30196	90000	0.00	100200	0.00	100000	0.00	386700	30196

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Not enough money allocated to this agency during FY16, prevent agency ability to help the private landowners for technical assistance.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Agency rolled over fund not expended for FY2016 and combined with fund allocated to this agency for FY2017. The agency will do its best to utilize the available fund to provide grants to the private landowners for technical assistance.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	348 ELECTRICAL CONTRACTORS BOARD
<b>Mission:</b>	To protect and safeguard the public by licensing qualified electrical contractors who have the knowledge and ability to install or repair electrical equipment.
<b>Vision:</b>	Our vision is to strive to offer the best service to the public and licensees, hand in hand.
<b>Annual Goals</b>	
1	To insure that individuals are properly licensed and receive the required amount of continuing education, from Board approved CE Providers.
2	To have public awareness campaigns, via billboard, industry magazines, or broadcast.

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of new licensed electrical contractors	1	#	100	42	100	46	100	65	100	19	400	172
2 - # of new licensed journeyman	1	#	15	30	15	19	15	25	15	25	60	99
3 - # of exams administered for journeyman and electrical contractors license	1	#	30	100	30	79	30	107	30	81	120	367
4 - # of new approved CE Providers	1	#	2	4	2	1	2	2	2	3	4	10
5 - # of advertisements	2	#	1	1	1	1	1	1	1	1	4	4

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

There have not been any.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Nothing at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	350 DIETETICS/NUTRITION EXAM BD
<b>Mission:</b>	To protect the health,safety and welfare of the public by providing for Dietetic licensure and regulations of licensed dietitians
<b>Vision:</b>	We envision a profession that serves and cares for the consumers in Alabama with great leadership and expertise
<b>Annual Goals</b>	
1	To process 100% of license applications no later than 30 days of the receipt of the completed application.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - License is expected to be approximately 1000 by end of 2016 FY	1	Cost per licensee	50.00		50.00		50.00		50.00		200.00	
2 - To issue 100% of license certificates within 30 days of receipt of completed applications FY 16	1	% process in time frame	100		100		100		100		100	

Notes



### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	353 AUCTIONEERS BOARD
<b>Mission:</b>	To protect the public by licensing and regulating qualified auctioneers who have the knowledge and training to conduct ethical and professional auctions.
<b>Vision:</b>	To reduce the number of complaints by educating the public.
<b>Annual Goals</b>	
1	To ensure that an individual/business, that practicing the auctioneer profession is properly licensed.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of new licensed auctioneers and apprentices	1	#	20	18	20	12	20	11	20	8	80	49
2 - Number of exams administered	1	#	10	21	10	16	10	3	10	12	40	52
3 - Number of new company licenses	1	#	5	7	5	12	5	7	5	6	20	32

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
There have not been any.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
None at this time.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	354 OCCUPATIONAL THERAPY BOARD
<b>Mission:</b>	To safeguard the public health, safety, and welfare, and to assure the availability of occupational therapy services.
<b>Vision:</b>	To continue to provide same day services to the licensees and consumers, and to be technology efficient.
<b>Annual Goals</b>	
1	To enforce our vision statement

## Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Licensees	1	number	2200		2300	2283	2350	2272	2400	2329	2400	
2 - Cost per licensee	1	dollars	25.99		17.85	32.08	17.68	22.56	15.51	11.27	177000	

## Notes

1	Totals are 1st & 2nd quarter combined. 1st Quarter was not completed.
2	Totals are 1st & 2nd quarter combined. 1st Quarter was not completed.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
No	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
We did not have implement any changes this year, and none are anticipated in the near future.	

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	355 PUBLIC LIVESTOCK MARKET BOARD
<b>Mission:</b>	To promote marketing of livestock
<b>Vision:</b>	To encourage the development and productive operations by public livestock marketing business through the issue of livestock market charters

<b>Annual Goals</b>	
1	Review applications for livestock marketing charters

## Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of applications for livestock marketing charters reviewed	1	number	1		2		1		1	0	5	0

## Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

No.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

N/A

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	356 CHOCTAWHTCHE-PEA-YELLOW WSHED
<b>Mission:</b>	To protect and manage the Choctawhatchee, Pea and Yellow Rivers watersheds and to develop and execute plans and programs relating to water resource management.
<b>Vision:</b>	To ensure water resources are wisely developed, properly used and enhanced for present and future generations.
<b>Annual Goals</b>	
1	To address water supply needs, irrigation needs, and droughts by assessing production well sites, monitoring drought effects on groundwater by 2018, participating on statewide "Alabama Drought Assessment and Planning Team" (ADAPT), and serving on AWAAG Focus Panel.
2	To educate citizens and public officials by conducting four water management informational presentations and sponsoring four Groundwater Festivals during 2016.
3	To operate and maintain basin-wide Flood Warning System (FWS) gauges in eight southeastern Alabama counties.
4	To complete four projects addressing water quality, water quantity and flood control during 2016.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Assess production well sites.	1	Number of sites	0	1	1	1	0	1	1	0	2	3
2 - Monitor groundwater wells.	1	Number of Wells	3	3	3	3	3	3	3	3	12	12
3 - Participate in ADAPT and AWAAG Focus Panel	1	Number of Meetings	1	2	1	2	1	3	1	3	4	10
4 - Conduct informational presentations.	2	Number of presentations	1	1	1	2	1	2	1	3	4	8
5 - Fund Groundwater Festivals.	2	Number of Festivals	0	0	2	0	2	2	0	0	4	2
6 - Operate and maintain FWS gauges.	3	Number of gauges	26	26	26	26	26	26	26	26	104	104
7 - Co-sponsor watershed projects.	4	Number of projects	0	0	1	1	2	2	1	2	4	5

Fiscal Year 2016 Quarterly Performance Report

Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Despite reduced funding, we were able to accomplish several of our goals including the addition of one new Flood Warning System Gauge to monitor rainfall and river levels in this area of the state; equipping some of our existing gauges with radar technology to improve water level data collection; and continued participation in the statewide Low-Flow Study for monitoring required environmental flows in our rivers.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We were unable to increase our staff during fiscal year 2015-2016; however, we hope to add an employee with technical expertise which will allow us to accomplish assessments, monitoring, and data interpretation in-house.

We highly recommend the position of a "Water Policy Advisor" be added as part of the Governor's cabinet which will be beneficial not only to the Governor but to all water-related agencies in the state. The person should be charged with providing technical and legal advice to the Governor and Legislature regarding management and protection of Alabama's water resources and serve as a liaison for the Governor to the Legislature.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	357 HOME BUILDERS LICENSURE BOARD
<b>Mission:</b>	To provide consumer protection by safeguarding the public's health, safety, and welfare through the regulation of the residential construction and remodeling industries while promoting industry professionalism and home building and remodeling standards in accordance with Title 34, Chapter 14A of the Code of Ala. 1975.
<b>Vision:</b>	Optional

#### Annual Goals

1	Provide consumer protection through the regulation of the residential construction and remodeling industries.
2	Increase the user rate for electronic license renewal service to 79% by 2016.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The number of licensees.	1	# of licenses issued	5500	6100	3500	2028	150	188	150	134	9300	8450
2 - The number of consumer complaints.	1	# of consumer complaints received	35	33	35	23	25	25	25	19	120	100
3 - Maintain costs per licensee.	2	\$	175	69	175	99	175	147	175	213	175	213
4 - Increase the user rate for the electronic renewals process to reduce errors with renewal applications.	2	% of total renewals	75	77	2	0	1	0	1	0	79	77

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The agency began its twenty-fourth operational year in 2015-2016. Due to previous difficulties in starting a new agency, we considered this 2015-2016 year to be our twenty-second full operational year. Therefore, we have established a realistic picture of our administrative operation. The agency had a successful year due to the Governor and Legislature.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Our permanent staff leveled at 17 full-time employees in fiscal year 2015-2016. The agency is organized into three divisions--administrative, licensure, and compliance and consumer affairs. Due to shifting an attorney to chief of the licensure division, our overall performance in licensure has increased. The agency continues to operate as a state-of-the-art agency, utilizing the latest technology and methods in our work.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	358 ATHLETIC TRAINERS BOARD
<b>Mission:</b>	To provide for only qualified, competent athletic trainers to practice in the State of Alabama, thus protecting the public from possible injury from inferior services of unqualified workers.
<b>Vision:</b>	To maintain the integrity of the profession through consistent application of high professional standards.

**Annual Goals**

- |   |   |
|---|---|
| 1 | Maintain an efficient and effective system of licensing athletic trainers and regulating the practice of athletic training. |
|---|---|

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Application for Licensure Processed	1	Number	25	20	15	12	20	13	40	80	100	125
2 - Number of Renewal Applications Processed	1	Number	425	653	125	37	0	0	0	0	550	690

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

NA

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We were able to make a few improvements in our license renewal procedure which made it slightly more efficient. We are still looking for other ways to improve the renewal process for the Board as well as the athletic trainers. No legislative changes should be necessary, only administrative rule changes.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	359 CHILDREN SERVICES FACILITATION
<b>Mission:</b>	To provide services to children and adolescents identified as Multiple Needs Children and whose needs exceed the resources available in the local community.
<b>Vision:</b>	Serving Multiple Needs Children in the least restrictive, family focused, community based setting possible to address their special needs.
<b>Annual Goals</b>	
1	To ensure that all County Children's Service Facilitation Team members are trained on policies and procedures regarding the Multiple Needs Child process

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Review of Policy and Procedure manual by County CFST members	1	% of CFST members reviewing manual	25	88	25	7	25	4	25	1	100	100
2 - Offer quarterly training session regarding the MNC process	1	Training sessions	2	5	2	2	2	8	2	5	8	20

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
Maintained support of services for multiple needs children in Alabama during fiscal year 2015-2016. Services included but were not limited to outpatient mental health treatment, in-home mental health treatment, wrap-around services, and residential treatment.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Reviewed and adjusted positions and responsibilities within the MNC Office. Continuing to explore and/or implement training opportunities such as regional and distance learning training opportunities for SCSFT, CSFT, and member agencies to participate via satellite, web casts, and/or phone bridging.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	360 HEARING INSTRUMENT DEALERS BD
<b>Mission:</b>	To protect the health, safety and welfare of the public by providing for Hearing Instrument apprentice permits, fitter's license, and dispensers license.
<b>Vision:</b>	We envision a profession that serves and cares for consumers in Alabama with great leadership and expertise.
<b>Annual Goals</b>	
1	To insure that all applicants receive all documentation needed to complete their application in a timely manner. Information is provided by phone, mail, or website.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To insure that all licenses be issued within 15 days of receipt of completed application.	1	% process of time	95	100	95	100	95	100	95	100	95	100
2 - Licensee's are to be approximately 160 by 2017.	1	Cost per Licensee	70	55	70	72	70	62	70	71	280	263

**Notes**

2	Number of Licensees 1st Quarter 159 Expenditures 8691.45 Cost Per Licensee \$55. Information was collected off database and licensee log.
2	Number of Licensees 2nd Quarter 141 Expenditures 10,177.41 Cost Per Licensee \$72. Information was collected off database and licensee log.
2	Number of Licensees 3rd Quarter 147 Expenditures 9144.38 Cost Per Licensee \$62. Information was collected off database and licensee log.
2	Number of Licensees 4th Quarter 146 Expenditures 10,439.99 Cost Per Licensee \$71. Information was collected off database and licensee log.
2	Expenditures 38,453.23 - 146 Annual Licensees Cost per licensee \$263.37

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The passage of ACT 2016-112 effective July 1, 2016 allowed the Board the ability to increase licensing fees and make changes to the Administrative Code. This increase of licensing fees would benefit the Board in its daily operations.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The board introduced a bill during the Regular 2016 Legislative Session and made rule changes to the Administrative Code.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	361 AGRICULTURAL MUSEUM BOARD
<b>Mission:</b>	The mission of the Alabama Agricultural Museum Board is to recognize the important contribution of agriculture to our state and to preserve, exhibit, display, and interpret artifacts and other materials associated with it.
<b>Vision:</b>	We value Alabama's farm families, both past and present, as the source of our food and fiber and as an important force in the state's economy. We value the preservation of objects related to rural living and the stories they can tell future generations about life on an Alabama farm. We value the opportunity to teach about agriculture in an open, outdoor setting through hands-on programs and activities

<b>Annual Goals</b>	
1	Operation and maintenance of Wiregrass Farmstead
2	Participation in farm-related educational programs & events

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Feed and care for farm animals; general maintenance of fences, barns, etc	1	days	60		60		60		60		240	
2 - Participate in Living History Program for schools and other special events	2	visitors	0		1000		300		300		1600	

Notes

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	363 ATHLETE AGENT REGULATORY COMM
<b>Mission:</b>	The mission of the Alabama Athlete Agents Commission includes, but is not limited to, licensing and registration of athlete agents conducting business in the State of Alabama.
<b>Vision:</b>	To maintain an accurate database of athlete agents licensed and registered to conduct business in Alabama.
<b>Annual Goals</b>	
1	To register and license athlete agents and maintain a current database of the same.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of applications received and processed	1	#	20	38	20	25	20	11	20	36	80	110

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

As Administrator of the AAAC per state law, the Secretary of State utilizes the budget approved by the Legislature and Governor to cover certain personnel, administrative and other expenses of the AAAC. The Secretary of State is cognizant to reduce expenses and operate within the budget approved for the AAAC. The Secretary of State has provided the AAAC services to the public through the budget approved to respect the policy decisions related to the same by the Legislature and Governor.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The AAAC modernized its incoming receipts processes by switching from cataloging the same through replacing the old paper receipt method to instituting an electronic validation method to modernize its administration. Further, the AAAC implemented Act No. 2016-415 on October 1, 2016 and updated its Application for Registration as an Athlete Agent (Form) compliant with the new state law. The Secretary of State has no suggested changes to the state law at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	364 PROFESSIONAL GEOLOGISTS LIC BD
<b>Mission:</b>	To protect life, health, public welfare and the environment throught the regulation of the practice of geology in the State of Alabama.
<b>Vision:</b>	To better educate the public about the importance of hiring a Licensed Geologist and to encourage the public to inform the Board of any unlicensed activity, by filing a Consumer Complaint Form.

<b>Annual Goals</b>	
1	The Board wishes to have all of its licensee information in an access database, so the information is more accessible and user friendly.
2	For the Board to offer one free continuing education event, per year for Alabama Licensed Professional Geologists.
3	For licensees to utilize the online renewal application for more efficient and adequate reporting.

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of new licensees	1	#	6	3	5	7	5	7	5	7	21	24
2 - For the Board to offer at least one free continuing education for Alabama licensed Professional Geologists.	1	#	0	0	1	0	0	1	0	0	1	1
3 - For more licensees to utilize the online renewal application for more efficient and adequate reporting.	1	#	35	19	35	10	35	31	35	52	140	112

#### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
There were not any.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Nothing at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	365 MESSAGE THERAPY BOARD
<b>Mission:</b>	To protect the public by licensing and regulating qualified massage therapists who have been trained to perform massage therapy services and have pledged to conduct themselves ethically and professionally.
<b>Vision:</b>	To reduce the number of complaints by the public being educated on the proper techniques to be performed by a licensed massage therapist.

#### Annual Goals

- |   |   |
|---|---|
| 1 | For therapists to be licensed, in order to practice the profession of massage in Alabama. |
|---|---|

#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of newly licensed individuals	1	#	35	56	35	62	35		35	67	140	260
2 - Number of newly licensed establishments	1	#	25	28	25	33	25		25	66	100	163
3 - Number of inspections of establishments and/or schools.	1	#	50	8	50	123	50		50	8	200	191

#### Notes

- |   |                           |
|---|---------------------------|
| 1 | Actual 3rd quarter was 75 |
| 2 | Actual 3rd quarter was 66 |
| 3 | Actual 3rd quarter was 52 |

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

There have not been any.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None at this time.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	366 ELECTRONIC SECURITY BOARD
<b>Mission:</b>	To regulate alarm system installers and locksmiths.
<b>Vision:</b>	To ensure competency and integrity in the locksmith and alarm system business.
<b>Annual Goals</b>	
1	Process/issue new and renewal licenses in an accurate and expeditious manner.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 1 - Number of companies licensed	1	Count of companies licensed	80	163	190	150	70	34	10	25	350	372
2 - 2 - Number of individuals licensed	1	Count of individuals licensed	600	545	1100	830	600	296	200	200	2500	1871

#### Notes

- 1 For the 2016-2017 renewal period, a larger number of companies submitted applications earlier than in previous years. We attribute this to our renewal packet being released to licensees in June rather than in September of 2015.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

We are self-funded, therefore the policy decisions and budget determinations do not affect our agency.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are constantly striving to improve our licensing procedures. We have worked and will continue to work to streamline the process as much as possible to make renewals and licensing as easy as possible for both our board and our licensees.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	367 MARRIAGE & FAMILY THERAPY BD
<b>Mission:</b>	to establish a regulatory agency, structure, and procedures which will ensure that the public is protected from unauthorized and unqualified Marriage and Family Therapy. (Section34-17A-2)
<b>Vision:</b>	Licensed Marriage and Family Therapist provide quality therapy to Alabama, promoting their mental health.

<b>Annual Goals</b>	
1	The Boards annual goal is to continue to provide efficient service to all licensees.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to continue to process all applications within five business days of receipt.	1	day	5		5		5	1	5	4	5	12

**Notes**

1	Quarter's 1 and 2 were not reported by the Board's previous management firm. Quarter 1 actual was 4 and Quarter 2 actual was 3
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

There were not any.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None at this time.

# Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	370 INTERPRETERS & TRANSLITERATORS
<b>Mission:</b>	To regulate the practice of interpreting and transliterating on behalf of consumers who are hard of hearing, deaf, or speech disabled by licensing and permitting the providers of interpreters and transliterating services, and establishing and monitoring interpreting and transliterating standards in the State of Alabama. [Section 34-16-2]
<b>Vision:</b>	Our vision is to make the service of well qualified interpreters accessible to each deaf Alabamian who desires interpreting services.

## Annual Goals

- 1 The Boards annual goal is to continue to provide efficient service to all licensees.

## Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to continue to process all applications within five business days of receipt.	1	day	5		5	4	5	3	5	4	5	16

## Notes

- 1 Quarter 1 Actual was not submitted by previous management, Leadership Alliance. There were 5 applications received and processed within 5 business days from 10/1/15 to 12/31/15.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

There were not any.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Nothing at this time.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	371 ONSITE WASTEWATER BOARD
<b>Mission:</b>	The Alabama Onsite Wastewater Board was created to examine, license and regulate persons engaged in manufacturing, installation or servicing of onsite wastewater systems, including portable toilets in Alabama. This Board was also created to establish the qualification levels for those engaged in the manufacture, installation, servicing, cleaning or pumping of onsite wastewater systems and equipment in Alabama and promote the proper manufacture, installation and servicing of onsite wastewater systems.
<b>Vision:</b>	To ensure that all licensees in the State of Alabama that install, pump or manufacture septic tanks are adequately educated in their field of expertise.

**Annual Goals**

1	To Ensure that all licenses are issued and that all licenses are renewed annually.
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**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - New Licensees	1	Quarterly	10		20	18	20		20		70	
2 - License Renewals	1	Quarterly	1000		50	180	50		50		1150	

**Notes**

Fiscal Year 2016 Quarterly Performance Report												
<b>Agency:</b>	372 DRYCLEANING ENVIRN ADVISORY BD											
<b>Mission:</b>	To ensure the collection of funds from Drycleaners to assist in the clean up of abandoned or existing drycleaning facilities.											
<b>Vision:</b>	To be recognize as the most efficient Board that assists in the clean up of abandoned sites more quickly to ensure the health of the public and environment.											
<b>Annual Goals</b>												
1	For the Board to review and approve reimbursement request within a 90 day period, once the reimbursement request applications are submitted for approved by the Board and the reimbursement warrant is issued to the vendor.											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - For the request application process to be completed within a 90 day period.	1	# of Days	45	22	45	14	45	15	45	7	45	58
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
There have not been any.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Nothing at this time.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	373 HOME MED EQUIP SERV PROVID BD
<b>Mission:</b>	The board shall have the responsibility for creating, establishing, maintaining, and enforcing regulations governing the operation of home medical equipment services providers, including the qualifications of inspectors, the nature of inspections, and the process for appeals (Section 34-14C-2(d)).
<b>Vision:</b>	Home medical equipment services in Alabama are delivered by licensed home medical equipment providers deemed qualified, professional, and ethical, ensuring maximum public protection.

<b>Annual Goals</b>	
1	To process applications in a timely manner, within in 10 days of receipt.
2	To insure that license holders are operating under the law, rules and regulations set forth by the Board and unlicensed companies become in compliance.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - # of days to process an application	1	#	10	3	10	10	10	1	10	3	40	17
2 - # of inspections performed, whether new applicants or random.	2	#	15	41	15	39	15	39	15	37	60	156

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?
There have not been any.
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.
Nothing at this time.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	374 ASSISTED LIVING EXAMINERS BD
<b>Mission:</b>	1) ensuring that all assisted living and specialty care assisted living facilities in the state are administered by a licensed administrator; 2) establishing and enforcing standards that are pre-requisite to licensure and licensure renewal; 3) administering appropriate examinations; 4) issuing licenses license renewals to qualified persons; 5) investigating and determining appropriate actions with regard to any charge or complaint lodged against a licensed administrator; 6) conducting a continuing study of assisted living facilities and specialty care assisted living facilities and administrators with a view to the improvement of the standards imposed for the licensing of such administrators; 7) approving various educational programs for continuing education credits for all assisted living administrators.
<b>Vision:</b>	License and regulate assisted living administrators in the state of Alabama. Through this program, the Board examines persons seeking a license to engage in assisted living administration and establishes and enforces standards for the licensing and practicing of assisted living administration.

**Annual Goals**

1 to decrease the cost of license by 10 %

**Quarterly Objectives and Targets**

			<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - cost per licensee	1	250.00	112	91	112	103	112	107	112		448	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	376 STORAGE TANK TRUST FUND MNGMT
<b>Mission:</b>	To oversee the operation of the Alabama Underground/Aboveground Storage Tank Trust Fund in order to continue to meet the financial responsibility requirements set forth by the U.S. EPA.
<b>Vision:</b>	Provide conservative fiscal management and continuing operator education to ensure the financial stability of the Fund.

<b>Annual Goals</b>	
1	Bi-Monthly meetings to ensure the continued operational success of the AUSTF.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Bi-Monthly Meetings	1	Bi-Monthly Meeting	2		2		2		2		8	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	377 BOARD OF RESPIRATORY THERAPY
<b>Mission:</b>	: To protect the citizenry against the unauthorized, unqualified, and improper administration of respiratory therapy and from unprofessional or unethical conduct by persons licensed to practice respiratory therapy (Section 34-27-B-1)
<b>Vision:</b>	Licensed Respiratory Therapists provide quality respiratory healthcare to Alabama citizens, promoting their health and self-sufficiency.
<b>Annual Goals</b>	
1	The Boards annual goal is to provide efficient service to all Licensees.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to continue to process all applications within a 5 business days of receipt.	1	day	5		5		5	1	5		5	

Notes

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	378 AL BOARD OF COURT REPORTING
<b>Mission:</b>	Mission is to establish and maintain a standard of competency for individuals engaged in the practice of court reporting and for the protection of the public, in general, and for the litigants whose rights to personal freedom and property are affected by the competency of court reporters (Section 34-8B-1). The ABCR has also defined it's Vision, Values, and Goals .
<b>Vision:</b>	Court reporting services in Alabama are delivered by licensed court reporters deemed qualified, professional, and ethical, ensuring maximum public protection.

<b>Annual Goals</b>	
1	The Boards annual goal is to continue to provide efficient service to all licensees.

**Quarterly Objectives and Targets**

			<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - The Boards objective is to continue to process all applications within five business days of receipt.	1	day	5		5		5	1	5		5	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	379 ALABAMA SECURITY REGULATORY BD
<b>Mission:</b>	To protect the health, safety and welfare of the citizens of Alabama by licensing and regulating the contract security profession to include individual security guards, companies and trainers.
<b>Vision:</b>	To ensure that all contract security companies and guards have met all requirements for licensure and have passed a criminal background check to ensure the safety and welfare of all citizens in the State of Alabama.
<b>Annual Goals</b>	
1	To ensure that licensees are complying with the statute, as well as the rules and regulations set forth by the Board.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of newly licensed companies	1	#	5	2	5	4	5	5	5	8	5	19
2 - Number of newly licensed individuals	1	#	250	929	200	1550	150	656	100	986	700	4121
4 - Number of newly licensed trainers	1	#	5	8	5	8	5	13	5	10	20	39
4 - Number of site visits conducted	1	#	5	0	5	19	5	14	5	14	20	47

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

There were not any.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

Nothing at this time.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	380 AL CONSTRUCTION RECRUITMENT											
<b>Mission:</b>	To recruit a new generation of skilled craftspersons for commercial and industrial construction.											
<b>Vision:</b>	To close the projected skills gap in the skilled trades in Alabama											
<b>Annual Goals</b>												
1	To recruit a new generation of skilled craft persons for commercial and industrial construction											
2	To close the projected skills gap in the skilled trades in Alabama											
3	To conceptualize and implement a marketing campaign that improves the image of the skilled trades as a career											
<b>Quarterly Objectives and Targets</b>												
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
			<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - To secure at least	1	Website recorded hits	5000		5000		5000		5000		20000	
2 - To show through ongoing evaluation at least a 10% change in positive attitudes toward skilled crafts careers	3	percent increase on evaluation	n/a		n/a		n/a		n/a		10%	
<b>Notes</b>												

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	381 STATE LAW ENFORCEMENT
<b>Mission:</b>	To efficiently provide quality service, protection, and safety for the State of Alabama through the utilization of consolidated law enforcement, investigative, and support services.
<b>Vision:</b>	Alabama's citizens will continue to receive quality services delivered in a manner that is efficient, effective, and fiscally responsible while ALEA representatives ensure an open dialog with legacy agencies and the public

<b>Annual Goals</b>	
1	To effectively regulate the flow of traffic; thereby, decreasing traffic fatalities on Alabama's Highways.
2	To efficiently and effectively issue driver licenses in compliance with all 30 benchmarks of the REAL ID Act.
3	Increase the annual number of boat patrol hours expended by 13,500 from the FY06 baseline of 33,749 hours to 47,249 hours expended annually by the end of FY16.
4	Decrease the annual number of boating accidents that result in fatalities or injuries by 2 from the FY06 baseline of 47 accidents to 45 by the end of FY16.
5	Improve the safety of waterways by increasing the number of hours expended annually on navigational/hazard marker system maintenance by 46.5 hours from the FY07 baseline of 502 hours to 548 hours by the end of FY16.
6	Monitor narcotic and violent crime arrests, tobacco and alcohol sales to minors, and provide investigative assistance to other governmental agencies.
7	Focus on citizens safety by monitoring agency vehicle's mileage, promoting Project Lifesaver, and educating through professional presentations.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To minimize traffic fatalities on state roads	1	# of fatalities	130	149	130	51	130	43	130	140	520	383
2 - To minimize traffic injuries on state roads	1	# of injuries minus fatalities	2,867	3,510	2,867	2,260	2,867	3541	2,867	2331	11,468	11,642
3 - Number of DUI details	1	# of details	84	154	84	141	85	60	85	113	338	468
4 - Number of DUI arrests made	1	# of arrests	1,412	636	1,412	650	1,412	653	1,413	664	5,649	2,603
5 - Number of Commercial Vehicles Inspected	1	# inspected by CVE and MCSU troopers	7,500	5,742	7,500	10,199	7,500	9694	7,500	10,324	30,000	39,959
6 - Number of arrest tickets issued	1	# of arrest tickets	56,000	75,245	56,000	94,055	56,000	63701	56,000	64,489	224,000	297,568
7 - Number of accidents investigated	1	# of accidents investigated	7,500	8,729	7,500	7,674	7,500	7769	7,500	7,937	30,000	32,109
8 - Increase the number of criminal arrests through progressive and focused examination of identification documents	2	# of arrests	850	330	850	396	850	250	850	331	3400	1,307
9 - Maintain efficiency of administering drive license exams with limited manpower	2	# of DL exams administered	50,000	42,165	50,000	54,172	50,000	53390	50,000	55,929	200,000	205,656

Fiscal Year 2016 Quarterly Performance Report												
10 - Maintain efficiency of issuing driver licenses with limited manpower	2	# of driver licenses issued	225,000	231,254	225,000	350,007	225,000	257212	225,000	283,985	900,000	1,122,458
11 - Number of driver licenses suspended, cancelled, revoked	2	# of licenses	35,000	30,373	35,000	43,434	35,000	32822	35,000	31,417	140,000	138,046
12 - The efficiency and effectiveness of driver license issuance with reduced wait times	2	hour of wait times	1	1	1	1.5	1	1	1	1	1	1
13 - To decrease the number of records to be transitioned from the AFIS21 to the upgraded AFIS system by 40,000 by the end of the fiscal year	2	# of records transitioned	10,000	7,614	10,000	-	10,000	4491	10,000	4,192	40,000	23,613
14 - Increase the number of boat patrol hours expended by 10,954 hours annually through FY 16	3	# of patrol hours expended by field troopers	7,236	3,122	8,828	4,449	15,592	8314	15,593	7,486	47,249	23,371
15 - Decrease by 2, the number of boating accidents that result in fatalities or injuries as compared to FY 16	4	# of boating accidents resulting in fatalities or injuries	3	1	5	4	21	12	16	6	45	23
16 - Increase the number of hours expended on navigational/hazard marker system maintenance by an average of 100 hours annually	5	# of hours spent on navig/hazard marker maintenance	60	27	150	38	160	48	178	46	548	159
17 - Number of narcotic arrests made	6	# of arrests	50	114	50	140	50	71	50	175	200	125
18 - Number of violent crime arrests made	6	# of arrests	50	4	50	427	50	92	50	548	200	1,071
19 - Maintain a non-compliance rate (sales to minors) on tobacco sales at less than 10% (percent) per quarter	6	# of store inspections/ # of sales to minors	9	10.01	9	7.06	9	6.91	9	6.76	9	7.47
20 - Maintain a non-compliance rate (sales to minors) on alcohol sales at less than 10% (percent) per quarter	6	# of store inspections/ # of sales to minors	9	5.99	9	7.30	9	8.44	9	5.89	9	7.12
21 - Provide investigative assistance to other state, federal, and local governmental agencies	6	# of assists	650	187	650	1285	650	1243	650	758	2600	3,473
22 - Reduce the number of vehicles within the fleet with excessive mileage (over 85,000); thereby increasing officer and public safety	7	# of vehicles with excessive mileage	200	543	200	476	200	476	200	594	200	2,089
23 - Increase the number of counties participating in Project Lifesaver	7	# of counties	67	67	67	67	67	67	67	67	67	67
24 - Provide public information and education of highway traffic safety initiatives and programs through professional presentations to targeted groups and special interest groups	7	# of presentations	175	123	175	251	175	396	175	316	700	1,086
Notes												

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The Alabama Law Enforcement Agency has been unable to conduct an academy class to hire new Troopers, the number of Troopers is steadily declining due to retirements/separations. Failure to hold a recruit class negatively affects ALEA's ability to adequately provide law enforcement services to the citizens of Alabama. January 1st 2015, ALEA increased the fees for a Driver License but decreasing the general fund in the 2016 fiscal year for ALEA offset the DL increase negatively affecting the Agency's performance in all areas including public safety and citizen services. The decision to close Driver License Offices due to budget shortfalls ultimately resulted in a Department of Justice lawsuit due to perceived impacts on citizen services. Also, ALEA is unable to meet federal Driver License and IT regulations and mandates due to the reduction in funding. Finally, ALEA has been unable to maintain fleet and uniform programs properly and many employees have vehicles and uniforms that are in a state of disrepair.

### Fiscal Year 2016 Quarterly Performance Report

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The Alabama Law Enforcement Agency added self-service Kiosks to various Driver License Offices allowing the public a quicker, easier process when requesting services from a Driver License Office. ALEA is in the process of implementing a Strategic Focused Management Process to ensure that the agency is better equipped to adjust to short-term and long-term challenges. Future plans include a strategic approach to the purchase and maintenance of operationally necessary equipment/commodities/supplies by shifting purchases from the standard large capital expenditure model with yearly maintenance agreements to an operational expenditure model that spreads these ongoing purchase and maintenance costs over multiple years . Finally, ALEA is establishing intelligence-led policing approaches to crime and traffic safety which will ensure effective and efficient use of limited resources to deter crime and reducing loss of life, injury and property damage.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	382 OFFICE OF INFORMATION TECH
<b>Mission:</b>	To empower the State of Alabama to achieve its objectives through efficient, effective and safe information technology.
<b>Vision:</b>	To transform the State of Alabama into the most efficient state in the United States.

**Annual Goals**

1	Implement a statewide Information Technology resource tracking and reporting system.
2	Implement a process and methodology that evaluates all significant state IT expenditures and assures that the most cost effective solutions are being utilized.
3	Update state Information Technology strategic plan.
4	Establish policy, procedures and guidelines that govern the utilization of information technology for the state.
5	Improve Business Decision-Making by Applying Data Analytics
6	Optimize critical administrative functions to improve the ability of technology to support the mission of the state.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Implement resource tracking system statewide, to include dashboard	1	% complete	50		75		100		100		100	
2 - Produce IT Resource report and make available to public	1	% complete	50		75		100		100		100	
3 - Enhance dashboard and reporting system	1	% complete	0		0		50		100		100	
4 - Implement IT project approval governance and process	2	% complete	50		75		100		100		100	
5 - Annual update of IT strategic plan	3	% complete	25		50		100		100		100	
6 - Establish a standard methodology for agency planning	3	% complete	0		25		50		75		75	
7 - Establish timeline and guidance for agency plans.	3	% complete	0		0		0		25		25	
8 - Integrate information technology and agency planning	3	% complete	0		0		0		25		25	
9 - Add new policies and procedures as well as the guidelines to existing IT policy	4	% complete	10		20		30		40		40	
10 - Update existing policy as needed.	4	% complete	10		20		30		40		40	
11 - Develop Data Analytics Methodologies, and Identify Monitoring Approaches	5	% complete	10		20		30		40		40	
12 - Define and Benchmark IT Problems or Opportunities for Improvement, or New Processes	5	% complete	0		10		15		20		20	

Fiscal Year 2016 Quarterly Performance Report											
13 - Develop and Implement Quantifiable Decision Models	5	% complete	0		0		10		20		20
14 - Implement Decisions and Monitor Progress and Results	5	% complete	0		0		5		10		10
15 - Develop Methodologies to Assist Agencies in Measuring Performance and Outcomes	5	% complete	25		50		75		100		100
16 - Develop Methodologies to Support Interagency Data Analysis	5	% complete	25		50		75		100		100
17 - Establish and Maintain Information Sharing of All Major IT Projects for Alabama	5	% complete	50		75		100		100		100
18 - Establish User Groups and Working Groups to Effectively Evaluate and Share Ideas for Technology Products	5	% complete	50		100		100		100		100
19 - Establish an IT Training Curriculum and Schedule Based on the Sharing of Information and Needs of All State Agencies	5	% complete	25		50		75		100		100
20 - Establish a Methodology for Interagency Data Sharing	5	% complete	25		50		75		100		100
21 - Streamline the purchasing process for IT items	6	% complete	0		0		10		20		20
22 - Establish a structured and recurring review process for IT personnel classifications	6	% complete	0		0		50		100		100
23 - Establish professional development programs for IT personnel classifications	6	% complete	0		0		25		50		50
24 - Establish and re-evaluate career paths for IT personnel classifications	6	% complete	0		0		50		100		100
25 - Establish and re-evaluate competitive compensation packages for IT personnel classifications.	6	% complete	0		0		50		100		100
26 - Identify and improve other business processes	6	% complete	0		10		20		30		30
Notes											

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	383 PRIVATE INVESTIGATION BOARD
<b>Mission:</b>	The mission is to establish and maintain a standard of competency for individuals engaged in the practice of Private Investigation services and for the protection of the public, in general.
<b>Vision:</b>	Private Investigation services in Alabama are delivered by licensed Private Investigators deemed, professional, and ethical, ensuring maximum public protection.

#### Annual Goals

1 The Boards annual goal is to continue to provide efficient service to all Licensees.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - The Boards objective is to continue to process all applications within five business days of receipt.	1	day	5		5		5	1	5		5	

Notes



Fiscal Year 2016 Quarterly Performance Report												
<b>Agency:</b>	384 ALABAMA TAX TRIBUNAL											
<b>Mission:</b>	The mission of the Alabama Tax Tribunal is to fairly and independently hear and decide all tax and other appeals that are within the jurisdiction of the Tribunal.											
<b>Vision:</b>	Our vision is that the parties in all appeals before the Tribunal will know that their arguments have been fully considered and fairly decided by the Tribunal.											
<b>Annual Goals</b>												
1	To timely docket new appeals and have them decided in a timely and fair manner.											
2	To timely conduct hearings.											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Conduct within 90 days of appeal.	2	within 90 days	90		90	90	90		90		90	
Notes												

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	520 ALABAMA TRUST FUND
<b>Mission:</b>	To manage funds to maintain, protect, operate, enhance and manage properties acquired through the Forever Wild Program, in an efficient, accountable and ethical manner.
<b>Vision:</b>	To play a key fiscal role in the protection, enhancement, availability, access to, and stewardship of quality public conservation lands.
<b>Annual Goals</b>	
1	To fund prioritized restoration/maintenance needs associated with maintaining, protecting, promoting, operating, enhancing or managing properties in an efficient manner.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Total amount spent per average total acre is less than \$4.32	1	\$ amt. per acre	4.32	0.004	4.32	.29	4.32	0.10	4.32	0.83	4.32	0.83

**Notes**

1	Qtr 1: Complete data for this quarter was unavailable.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
The funding for the Forever Wild Land Trust and Forever Wild Stewardship is determined by Constitutional Amendment. Policy decisions and budget determinations made by the Governor and Legislature did not impact reaching the desired accomplishments during FY 2015-2016.	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
We continue to manage Forever Wild Land Trust properties for the benefit of the public and continue to seek matching funds through Federal land acquisition and habitat restoration programs, furthering the Forever Wild Land Trust and Forever Wild Stewardship budgets with matching fund opportunities. During this fiscal year, due to the efforts of the State Lands Division and the Wildlife and Freshwater Fisheries Division, an additional matching fund opportunity with U.S. Fish and Wildlife (Pittman-Roberston Act) federal funds was identified and successfully utilized by the program to acquire additional acreage to be managed as Wildlife Management Areas for public hunting. We have no suggested legislative changes at this time.	

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	526 REAL ESTATE APPRAISERS BOARD
<b>Mission:</b>	To provide protection for all users of real property appraisal and appraisal management services through the licensing and regulation in accordance with state and federal law of persons who perform these services in Alabama. (Ala. Code Sec. 34-27A-1 to 63)(Gov. Priority #1 and #5)
<b>Vision:</b>	To improve the quality of education courses and instructors to better educate our licensees. Accomplishing this will lead to a decrease in complaints filed.

#### Annual Goals

1	To provide services on-line so that 85% of license renewals are processed via on-line services. (Renewal period is August 1 - September 30, each year.
2	To complete 95% of appraiser complaint investigations within 90 days of assignment to investigator.

#### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To increase the number of renewal transactions electronically.	1	Percent of renewals	0	0	0	0	0	0	85%	75%	85%	75%
2 - To complete 95% of appraiser complaint investigations within 90 days of assignments by 2015	2	Percent of cases	95%	100%	95%	100%	95%	100%	95%	100%	95%	100%

#### Notes

1      Renewal Period is August 1 - September 30 each year.

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

None

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

None

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	529 FOREVER WILD LAND TRUST
<b>Mission:</b>	To identify, acquire, manage, protect and improve the vitality and quality of natural lands and waters that are of environmental and/or recreational significance.
<b>Vision:</b>	To maintain Alabama's public land trust program for the acquisition and management of unique, biologically diverse lands for public access and recreation.
<b>Annual Goals</b>	
1	To coordinate land acquisitions nominations, evaluations and the purchase of selected natural lands for public recreational use and resource conservation.
2	To record biological records in a database.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To acquire 7,500 acres	1	acres	1,875	641	1,875	352	1,875	537	1,875	655	7,500	2,185
2 - To enter 30,000 biological records	2	# of records	7,500	32,902	7,500	181,166	7,500	854	7,500	1,512	30,000	216,434

### Notes

- |   |   |
|---|---|
| 1 | Qtr 1, 2, 3, & 4: The number of purchases (acres purchased) per year depends on receiving nominations, willing sellers, time taken to acquire legal documents and processes associated with closing procedures. |
| 2 | Qtr 1, 2, 3, & 4: The entering of biological records fluctuates during the year due to field work and availability of other data sources.   |

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The funding for the Forever Wild Land Trust and Forever Wild Stewardship is determined by Constitutional Amendment. Policy decisions and budget determinations made by the Governor and Legislature did not impact reaching the desired accomplishments during FY 2015-2016.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We continue to manage Forever Wild Land Trust properties for the benefit of the public and continue to seek matching funds through Federal land acquisition and habitat restoration programs, furthering the Forever Wild Land Trust and Forever Wild Stewardship budgets with matching fund opportunities. During this fiscal year, due to the efforts of the State Lands Division and the Wildlife and Freshwater Fisheries Division, an additional matching fund opportunity with U.S. Fish and Wildlife (Pittman-Roberston Act) federal funds was identified and successfully utilized by the program to acquire additional acreage to be managed as Wildlife Management Areas for public hunting. We have no suggested legislative changes at this time.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	549 HISTORIC CHATTAHOOCHEE COMMISS
<b>Mission:</b>	To promote heritage tourism, history education and historic preservation in the Chattahoochee Trace region of Alabama and Georgia.
<b>Vision:</b>	To generate economic growth and improve the quality of life in the region we serve through our unique program of work
<b>Annual Goals</b>	
1	Promote heritage tourism, education and historic preservation to the widest possible audience
2	Organize and help guide worthwhile initiatives throughout the region
3	Develop education programs and encourage better understanding of regional history
4	Provide interpretation of important people, places, and events from the past

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - News releases, radio spots, calendar & newsletter distribution, and brochure distribution	1	#	2,500		2,500		2,500		2,500		10,000	
2 - Consultations & presentations	2	#	3		4		4		4		15	
3 - Distribute scholarship	3	#	17		18		18		17		70	
4 - Place interpretive signage	4	#	4		2		2		2		10	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	552 MOTOR SPORTS HALL OF FAME
<b>Mission:</b>	Our mission is to preserve and display the history of motorsports.
<b>Vision:</b>	Our vision is to have a first-class facility that will provide our guests with a positive impression of our museum and our State.
<b>Annual Goals</b>	
1	Attract more visitors to the Motorsports Hall of Fame

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	557 OPTOMETRIC SCHOLARSHIPS AWARDS
<b>Mission:</b>	To select recipients of scholarships and loans to provide for the Optometric education of qualified Alabama residents studying Optometry at the School of Optometry at the University of Alabama at Birmingham
<b>Vision:</b>	Optometry students will graduate with less debt
<b>Annual Goals</b>	
1	Ensure 100% posting of payments before end of month received.
2	Correctly approving payment of scholarships and loans.

### Quarterly Objectives and Targets

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Ensure 100% posting of payments before end of month received.	1	payments	100	100	100	100	100	100	100	100	100	100
2 - Correctly approving payment of scholarships and loans.	2	funding loans and scholarships	100	100	100	100	100	100	100	100	100	100

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

To continue to receive additional funding to help more students.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We will need to research a new database or program to maintain our records.

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	559 MEDICAL SCHOLARSHIPS AWARDS BD
<b>Mission:</b>	To establish scholarships and loans to provide for the medical training of qualified applicants for admission to any accredited or provisionally accredited school of medicine in Alabama.
<b>Vision:</b>	To create an incentive to increase the supply of primary care physicians and encourage their practice in the state's rural medically underserved communities.

<b>Annual Goals</b>	
1	Maintain awarding scholarships and loans through correspondence at 100% by 2017.

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Loans Awarded	1	Number of Loans	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	14	11

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

During the fiscal year, the Health department projected a deficit due to continuation cost increases. However, the CHIP General Fund carry forward made the Department level funded. The Health department reduced staffing by approximately fifty one full time equivalents (FTEs) through attrition to assist in maintaining a balanced budget.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

With severely limited financial resources, close management of those resources has become even more critical. To that end, the Department improved utilization of "Ensemble", which is an enhanced production management and cost accounting reporting system. This decision support system combines data from financial, production, cost accounting, time keeping, and clinical management systems in a simple tool for management analysis and decisions.



**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	560 DENTAL SCHOLARSHIPS AWARDS BD
<b>Mission:</b>	To select recipients of scholarships and loans to provide for the Dental education of qualified Alabama residents studying Dentistry at the School of Dentistry at the University of Alabama at Birmingham
<b>Vision:</b>	Dental students will graduate with less debt

<b>Annual Goals</b>	
1	To ensure 100% of payment posting of loan payments made in the month payment is received.
2	Correctly approving payment of scholarships and loans.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Ensure 100% posting of payments before end of month received	1	payments	100		100	100	100	100	100	100	100	100
2 - Correctly approving payment of scholarships and loans	2	funding loans and scholarships	100		100	100	100	100	100	100	100	100

**Notes**

1	QTR 1 Actual 100
2	QTR 1 Actual 100

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

We hope to continue to receive additional funds to continue to help more students.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We are having to look into a new database or service to maintain our records.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	561 WOMEN'S COMMISSION
<b>Mission:</b>	The purpose of the Commission, as provided in 41-9-413, Code of Alabama 1975, is to improve and advance the lives of women in the State of Alabama.
<b>Vision:</b>	The Commission may study, make recommendations, educate, and promote constructive action on issues related to women which should include, but are not limited to, the following: economic development, education, employment, health, legal rights, political participation, and the quality of individual and family life.

**Annual Goals**

1	To have four meetings each year.
2	To host one fundraising event each year.
3	To work with other organizations statewide to promote the annual research focus of the Commission.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - 4 meetings	2	4	1		1		1		1		4	
2 - 1 successful fundraiser	2	1	0		0		1		0		1	
3 - Work with other organizations	2	2	1		0		1		0		2	

Notes

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	562 SPACE SCIENCE EXHIBIT COMM/FA
<b>Mission:</b>	To educate the public and to house and display exhibits of space exploration, space hardware, mementos of national defense and U.S. Army weaponry and to use the excitement of the U.S. space program and military aviation to stimulate young people's interests in the study of math, science, and technology. (Alabama Code Sec. 41-9-430 and 431)
<b>Vision:</b>	To educate, inspire, and motivate Alabama students to become explorers, scientists, teachers, and leaders of the Twenty- First century.

**Annual Goals**

1	Reduce the long term debt balance
2	Gross operating variance +/- 5 %

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Meet scheduled payments	1	dollars	90		90		90		90		360	
2 - Gross operating variance +/- 5%	2	percentage	5%		5%		5%		5%		5%	

Notes

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	563 MUSIC HALL OF FAME
<b>Mission:</b>	Alabama Code Section 41-9-680 creates and charges the Alabama Music Hall of Fame Board with "honoring those, living or dead, who, by achievement or service, have made outstanding and lasting contributions to music in Alabama or elsewhere."
<b>Vision:</b>	To be recognized for honoring outstanding and lasting music contributions throughout Alabama and the world.

#### Annual Goals

1	To increase the admissions to the Alabama Music Hall of Fame.
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#### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - To hold two functions a quarter for fundraising for the AMHOF	1	each	2	2	2	3	2		3	7	9	16
2 - To promote the AMHOF and increase admissions with advertising and positive word of mouth marketing	1	each	2000	3955	2100	3443	2250		2400	4951	8750	17508

#### Notes

1	3rd qtr numbers for objective one should have been 4 events
2	3rd qtr numbers for objective two should have been 5159 people

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

The support from Mr. Newton was very helpful as a board member and the support from the legislature was positive as well.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We hired additional staff to be able to have more fund raising events so that we could raise more support from the private sector.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	570 SCHOOL OF FINE ARTS
<b>Mission:</b>	The mission of the Alabama School of Fine Arts, a diverse community of explorers, is to nurture impassioned students by guiding and inspiring them to discover and fulfill their individual creative abilities in an atmosphere distinguished by the fusion of fact and feeling, risk and reward, art and science, school and society.
<b>Vision:</b>	Every teacher shall inspire. Every student shall create. Every student shall achieve fulfillment through the process and product of learning. All learners shall acquire and use advancing technology skills that apply to their specialties. All impassioned students shall graduate. All graduates shall gain admission to a program related to their ASFA specialty.

**Annual Goals**

1	Ensure a diverse learning community of faculty, staff, and students who embody our mission and beliefs.
2	Optimize student learning by routinely examining and developing dynamic curricula and instruction.
3	Analyze, acquire, and integrate advancing information technology to optimize creative learning.
4	Engage the community and cultivate appreciation and support for the arts and sciences.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Increase the representation of Asian - Americans in the governance and faculty.	1	People	0		0	0	0		0		1	
2 - Continue the process of becoming a BYOD school.	1	Plan	0		0	0	0		0		0	
3 - Create a social media plan	1	Plan	0		0	1	0		0		1	

**Notes**

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	589 BD OF PROSTHETISTS & ORTHOTIST
<b>Mission:</b>	To safeguard the public's health, safety and welfare by adopting and enforcing legal standards for licensing practitioners, assistants, mastectomy fitters, therapeutic shoe fitters, orthotic fitters, assistants and suppliers; and, accrediting facilities.
<b>Vision:</b>	To achieve excellence in prosthetics and orthotics regulation through proactive, innovative, and responsive actions.

**Annual Goals**

1	Continue to increase the number of practitioners and facilities so that access and availability to the highest quality care is guaranteed to all citizens requiring prosthetics and orthotics services.
2	Continue to improve the Board's administrative and regulatory review to insure excellence in compliance standards.
3	Continue to upgrade our information Technology by increasing use and application state wide.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - All applications meeting licensing and/or registration requirements shall be processed within twenty-eight working days.	1	%	100		100	100	100	100	100	100	100	100%
2 - Number of new licenses and/or facilities in 2016.	1	#	10		10	23	10	7	10	9	40	46
3 - Active licenses completing continuing education.	2	%	100		100	100	100	100	100	100	100	100%
4 - Accredited Facilities surveyed annually.	2	Annual	Annual		Annual	Annual	Annual	Annual	Annual	Annual	100%	95%
5 - Number of Complaints, Violations and/or Fines/Penalties.	2	#	2		2	34	10	5	2	1	16	44
6 - Number of license renewals completed electronically each quarter.	3	#	120		70	83	n/a	n/a	n/a	n/a	190	191
7 - Continue to offer and improve access to on-line continuing education testing through the Board's web-site as well as instructional workshops and lectures by the Board's Executive Director.	3	Annual	Annual		Annual	Annual	Annual	Annual	Annual	Annual	100%	100%

# Fiscal Year 2016 Quarterly Performance Report

## Notes

1	NOTE: 1ST QPR SUBMITTED MANUALLY -- UNABLE TO LOG-IN TO BUDGET WEBSITE
1	ANNUAL: 100% OF APPLICATIONS MEETING REQUIREMENTS WERE PROCESSED WITHIN TWENTY-EIGHT WORKING DAYS.
2	NOTE: 1ST QPR SUBMITTED MANUALLY - UNABLE TO LOG -IN. 2ND Quarter New Licenses/Accreditations issued: Facilities 4; Prosthetist/Orthotist 3; Prosthetist 1; Orthotist 3; Assistant 1; Pedorthotist 3; LTSF 3; LOF 3; Supplier 2.
2	ANNUAL: 46 NEW LICENSES AND/OR FACILITIES APPROVED BY THE BOARD.
3	ANNUAL: 100% OF ACTIVE LICENSES COMPLETED CONTINUING EDUCATION REQUIREMENTS.
4	ANNUAL: 95% OF FACILITIES SURVEYED.
5	NOTE 1ST QPR SUBMITTED MANUALLY. 1ST Quarter: Complaints Received (1). Complaints Resolved (4). 2ND Quarter: Complaints Received (0). \$10,600 Administrative Fines received. 33 Late Renewal Fees received.
5	4th Quarter: No complaints filed; 2 pending resolution; and, 1 resolved by administrative fine.
5	ANNUAL: 44 COMPLAINTS, VIOLATIONS AND/OR FINES/PENALTIES FY 2016.
6	NOTE: 1ST QPR SUBMITTED MANUALLY. 1ST Quarter: Electronic Renewals - 65% of licenses renewed were completed electronically. 35% were renewed manually. 2ND Quarter: 47% of licenses renewed were completed electronically (83); 57% were renewed manually (93).
6	ANNUAL: 191 RENEWALS COMPLETED ELECTRONICALLY.
7	ANNUAL: 100% OF LICENSEES SERVED THROUGH THE BOARD'S ON-LINE CONTINUING EDUCATION TESTING; AND/OR, INSTRUCTIONAL WORKSHOPS/LECTURES BY THE BOARD'S EXECUTIVE DIRECTOR.
How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?	
It had no impact on our agency meeting our desired accomplishments and services.	
What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.	
Completing written complaints more timely. Providing additional online services for licensees.	

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	594 ALABAMA ATHLETIC COMMISSION
<b>Mission:</b>	To ensure combat sports in Alabama are safe and fair. We also seek to protect the spectators financially and physically.
<b>Vision:</b>	The Commission works to comply with all Federal and State laws concerning combat sporting events in Alabama and set up a healthy environment where Alabama is a destination for both small and large shows.

**Annual Goals**

1 One major event each Quarter

**Quarterly Objectives and Targets**

			<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - 1 - Major Event	1	Number of Shows	1	2	1	0	1	1	1	6	4	

**Notes**



Fiscal Year 2016 Quarterly Performance Report												
Agency:	ALS AMERICAN LEGION AND AUXILIARY SCHOLARSHIPS											
Mission:	Provide care and assistance to veterans, their dependents and decendants through scholarships to state colleges and universities											
Vision:	To provide scholarships to dependents and decendants of veterans.											
Annual Goals												
1	Award 150 Scholarships to eligible students											
Quarterly Objectives and Targets												
			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Award Scholarships	1	# of scholarshps issued	0		0		150		0		150	
Notes												

### Fiscal Year 2016 Quarterly Performance Report

<b>Agency:</b>	ERS EMPLOYEES RETIREMENT SYSTEM
<b>Mission:</b>	To provide retirement benefits to help attract and retain public education employees at the least expense to the taxpayers of Alabama and economically improve Alabama where possible.
<b>Vision:</b>	To improve operational efficiency and accountability in administering the retirement benefit plan by finding ways to better deliver services.
<b>Annual Goals</b>	
1	Maintain a ratio of less than 2.0% of administrative costs in relation to retirement benefits
2	Better educate members by increasing the number of members counseled

### Quarterly Objectives and Targets

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain a low ratio of administrative cost in relation to retirement benefits	1	Percent of retirement benefits	1.45%	1.44%	1.45%	1.70%	1.45%	1.57%	1.45%	1.61%	1.45%	1.58%
2 - Increase the number of members counseled by 200 by the year 2017	2	Number of members counseled per year	0	3,048	0	465	0	2,364	0	2,432	5,300	8,309

### Notes

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

n/a

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

n/a

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	FEB FLEXIBLE EMPLOYEES BENEFIT BOARD
<b>Mission:</b>	To provide a flexible benefits program to State employees resulting in savings to the State and the employee.
<b>Vision:</b>	To develop and implement programs that allow employees to take advantage of using pretax dollars for health and dependent care expenses while reducing FICA taxes for the State.

<b>Annual Goals</b>	
1	Increase to \$12,000,000 participation in Health Care Reimbursement Accounts thereby reducing FICA costs the State and income taxes to the employee.
2	Increase to \$1,500,000 participation in Dependent Care Reimbursement Accounts thereby reducing FICA costs to the State and FICA and income tax costs to the employee.

**Quarterly Objectives and Targets**

			<b>First Quarter</b>		<b>Second Quarter</b>		<b>Third Quarter</b>		<b>Fourth Quarter</b>		<b>Annual</b>	
<b>Performance Objectives</b>	<b>Goal</b>	<b>Unit of Measure</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>	<b>Target</b>	<b>Actual</b>
1 - Increase participation in Health Care Reimbursement Accounts (HCRA) resulting in fringe benefit savings to the State.	1	\$ of wages contributed to HCRA accounts	3000000	2628973	3000000	2061837	3000000	2433242	3000000	2420171	12000000	9544223
2 - Increase participation in Dependent Care Reimbursement Accounts (DCRA) resulting in fringe benefit savings to the State.	2	\$ of wages contributed to DCRA accounts	375000	346849	375000	261463	375000	311834	375000	313876	1500000	1234022

**Notes**

1	2nd quarter had only 5 paydays so contributions were lower than normal
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How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

Policy decisions and budget determinations in a challenging fiscal environment have not had a detrimental effect on the agency's desired accomplishments and services.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

The agency continues to provide a valuable benefit to employees while reducing fringe benefit costs to the State. Future changes include seeking areas to cut claims administrator expenses.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	FPR FAMILY PRACTICE RURAL HEALTH BOARD
<b>Mission:</b>	To serve the people of Alabama by assuring conditions in which they can be healthy (Section 22-2-2 of the Code of Alabama).
<b>Vision:</b>	Through the continued pursuit of excellence and a positive presence in the community, ADPH provides leadership in assuring access of appropriate health services to all Alabamians and is viewed as integral to the prevention, detection, and response to all hazards affecting Alabama.
<b>Annual Goals</b>	
1	To continue to maintain through FY 2016 the number of grants awarded to family practice residency programs, medical schools, and other healthcare organizations to further the supply of potential family physicians in rural, underserved communities.

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Number of Grants Issued	1	Number of Grants Issued	n/a	n/a	n/a	n/a	n/a	n/a	n/a	18	14	18

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

During the fiscal year, the Health department projected a deficit due to continuation cost increases. However, the CHIP General Fund carry forward made the Department level funded. The Health department reduced staffing by approximately fifty one full time equivalents (FTEs) through attrition to assist in maintaining a balanced budget.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

With severely limited financial resources, close management of those resources has become even more critical. To that end, the Department improved utilization of "Ensemble", which is an enhanced production management and cost accounting reporting system. This decision support system combines data from financial, production, cost accounting, time keeping, and clinical management systems in a simple tool for management analysis and decisions.

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	JRF JUDICIAL RETIREMENT FUND
<b>Mission:</b>	To provide retirement benefits to help attract and retain judges at the least expense to the taxpayers of Alabama and economically improve Alabama where possible.
<b>Vision:</b>	To improve operational efficiency and accountability in administering the retirement benefit plan by finding ways to better deliver services.
<b>Annual Goals</b>	
1	Maintain a ratio of less than 2.0% of administrative costs in relation to retirement benefits.

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain a low ratio of administrative cost in relation to retirement benefits	1	Percent of retirement benefits	1.35%	0.75%	1.35%	1.13%	1.35%	1.25%	1.35%	1.18%	1.35%	1.08%

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

n/a

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

n/a

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	TRS TEACHERS RETIREMENT SYSTEM
<b>Mission:</b>	To provide retirement benefits to help attract and retain state employees at the least expense to the taxpayers of Alabama and economically improve Alabama where possible.
<b>Vision:</b>	To improve operational efficiency and accountability in administering the retirement benefit plan by finding ways to better deliver services.
<b>Annual Goals</b>	
1	Maintain a ratio of less than 2% of administrative costs in relation to retirement benefits
2	Better educate member by increasing the number of members counseled

**Quarterly Objectives and Targets**

Performance Objectives	Goal	Unit of Measure	First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
			Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - Maintain a low ratio of administrative cost in relation to retirement benefits	1	Percent of retirement benefits	1.55%	1.17%	1.55%	1.52%	1.55%	1.51%	1.55%	1.43%	1.55%	1.41%
2 - Increase the number of members counseled by 200 by the year 2017	2	Number of members counseled per year	0	3,208	0	1,571	0	1,023	0	2,684	5,300	8,486

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

n/a

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

n/a

**Fiscal Year 2016 Quarterly Performance Report**

<b>Agency:</b>	TTA TENNESSEE-TOMBIGBEE WATERWAY DEVELOPMENT AUTHORITY
<b>Mission:</b>	The Authority is a four-state interstate compact, consisting of the States of Alabama, Kentucky, Mississippi and Tennessee. It Serves as the regional sponsor of the Tennessee-Tombigbee Waterway. The compact works with federal, state and local interests to realize the potential benefits of the waterway, including transportation savings to shippers, industrial development, recreation and tourism as well as trade.
<b>Vision:</b>	To promote the development of the Tennessee-Tombigbee Waterway and its economic and commercial potential to the impacted region, including the State of Mississippi.

**Annual Goals**

1	To increase tonnage on Tenn-Tom Waterway to 7 million tons FY2016
2	To increase industry investments by \$1B in FY2016
3	To create 1,000 additional jobs in waterway corridor in FY2016

**Quarterly Objectives and Targets**

			First Quarter		Second Quarter		Third Quarter		Fourth Quarter		Annual	
Performance Objectives	Goal	Unit of Measure	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual
1 - By creating new industries that ship on the waterway	1	tonnage	1.75		1.75	2.78	1.75	1.44	1.75	1.84	7	6
2 - To target industries that would need waterway transportation	2	Investment	2,500,000		2,500,000	826.25M	2,500,000	10.	2,500,000	1000000	1,000,000,000	8.5
3 - Work with economic developers and industries to create new jobs	3	Jobs Created	250		250	998	250	60	250	200	1000	1.3

**Notes**

How have policy decisions and budget determinations made by the governor and legislature in the fiscal year 2015-2016 affected your agency in meeting its desired accomplishments and services?

We are experiencing reductions in marketing strategies.

What administrative improvements did your agency make in fiscal year 2015-2016 and what potential improvements do you foresee for future years? Include suggested changes in legislation or administrative procedures which would aid your agency in these improvements.

We respectfully request level funding of \$100,000 per year to continue our marketing endeavors to increase investments, jobs and tonnage.